Welcome to Lively!

Thank you for choosing the Jitterbug® Smart4. Our simplest smartphone ever connects you with our kind and knowledgeable team who can help day or night. Whether you want to learn more about your new phone, need a ride, have a health concern, or even need help in an emergency, enjoy peace of mind knowing you can count on us.

In addition to this user guide, how-to guides right on your phone can help you get the most out of your Jitterbug Smart4. Also visit **lively.com/support** for the online user guide and more learning resources.

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- Home Screen Overview
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- App List

Key Items in Your Jitterbug Smart4 Box

Charging Cable (USB-C)

Wall Charger

Jitterbug Smart4

SIM Card Removal Tool

Your Jitterbug Smart4

Earpiece Speaker

Microphone

Top Speaker

Volume Button

Front-facing Camera

Power/Lock Button
& Fingerprint Sensor

Display

Microphone

Bottom Speaker
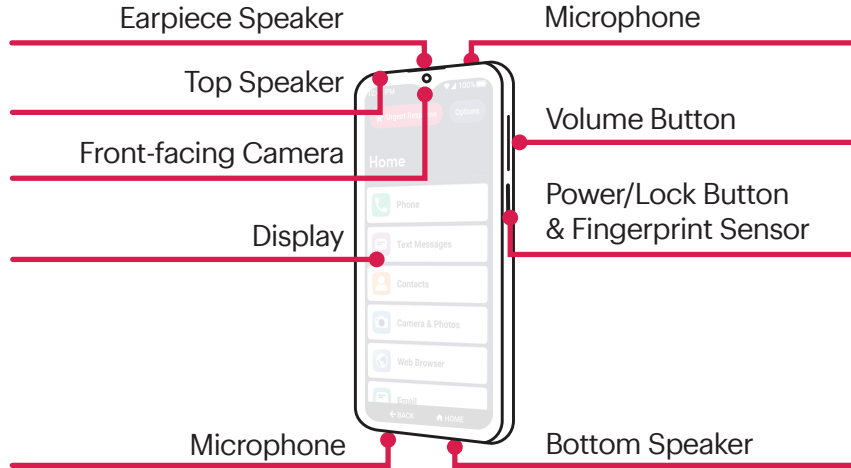
Your Jitterbug Smart4 (continued)

Rear Cameras

Flash

SIM/SD Card Storage

SIM Ejector Pinhole

lively

USB-C Charging Port

Audio Jack
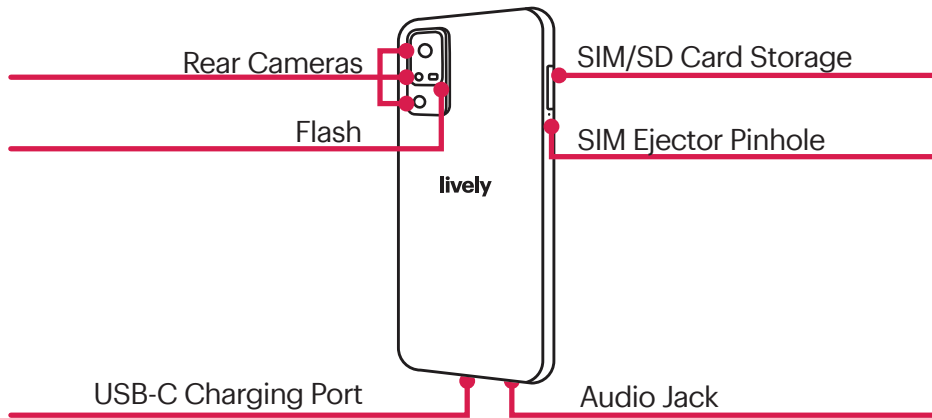
Charging the Battery

The phone's battery may be low when it is removed from its box. Please charge your phone before use and whenever the battery is low so that your phone is ready when you need it.

1. Plug the larger end of the charging cable into the wall charger.

2. Plug the wall charger into a wall outlet.

3. Plug the smaller end of the charging cable into the bottom of your smartphone.

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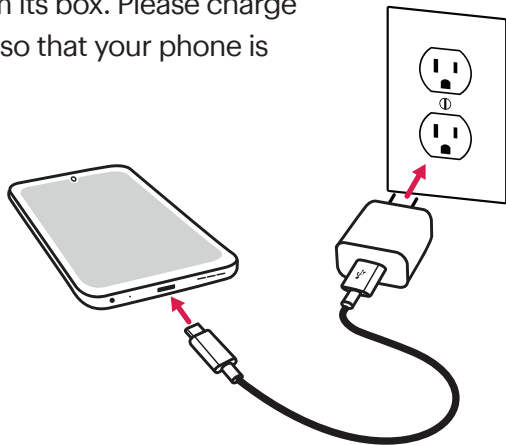
Understanding Touch Gestures

These are the most common touch gestures you will use when interacting with your Jitterbug Smart4 touch screen:

TAP
Briefly touch the screen with your fingertip

PRESS AND HOLD
Touch the screen for an extended period of time
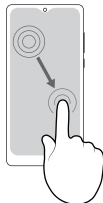
DRAG
Move your fingertip across the screen without losing contact
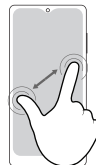
PINCH AND SPREAD
Touch the screen with two fingers and bring them together or apart

Phone Setup (First time)

Before using your phone for the first time, it needs to be set up. The Setup Wizard built into your phone will help guide you through this process.

NOTE *Your setup may differ from the instructions in this user guide if there were software updates or you chose different options. If the steps differ, follow on-screen instructions on your Jitterbug Smart4 for setup.*

Turn On

1. PRESS AND HOLD the **Power/Lock** button on the right side of your phone to turn it on.

2. TAP the Get Started button.

Step 1

Step 2

Vision Settings

live!y®

Tap **Get Started** to begin the setup process

Get Started
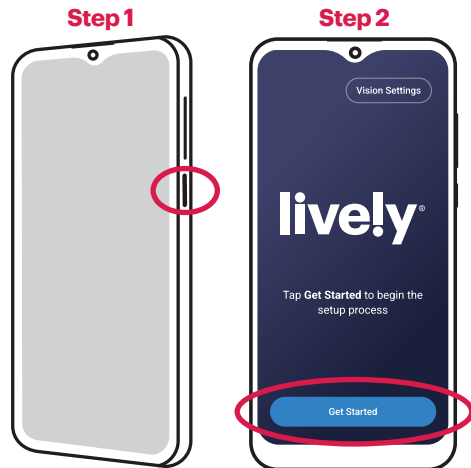
User Guide

1. Use this portion of the User Guide to help you through the setup process.

2. TAP the **Next** button.

9
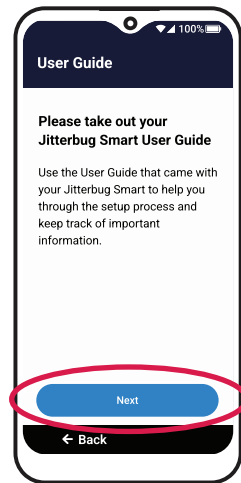
Connect to Wi-Fi

1. TAP your Wi-Fi network from the list.

NOTE *If you do not have Wi-Fi access, you can TAP **Set up offline** to continue.*

NOTE *You can set up your Wi-Fi later. Skip to "Connecting to Wi-Fi" on page 58.*

2. Enter your password and TAP **CONNECT**.

Step 1

Connect to Wi-Fi
Select a network

KatNetwork
Another Wi-Fi Network
Smith Family Network
NETGEAR3000
x1424M2dcP
∨ See all Wi-Fi networks
+ Add new network
. Use mobile network for
Set up offline
← Back

Step 2

KatNetwork
Security
WPA/WPA2 Personal
Password
••••••••
○ Show password
Advanced options ∨
CANCEL   CONNECT

1 2 3 4 5 6 7 8 9 0
q w e r t y u i o p
a s d f g h j k l
⇧ z x c v b n m ⌫
?123 ,   . ✓
↓ Hide
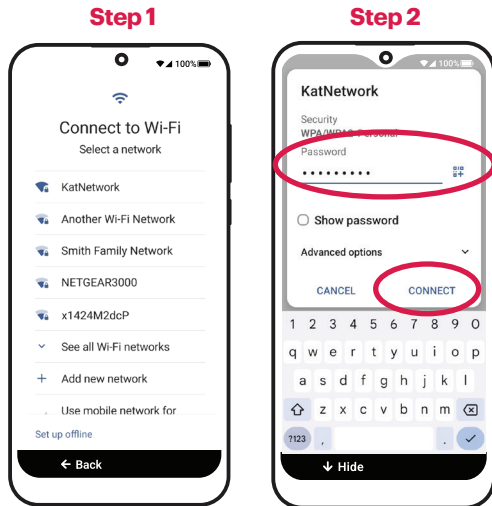
Getting Your Phone Ready

Your phone takes a few minutes to get ready. If any required updates are found, they will automatically download. Please follow the on-screen instructions.

NOTE *Leave your phone and Wi-Fi connection on during this process. Your phone may automatically restart after updates are complete.*

Getting your phone ready…
This may take a few minutes

← Back

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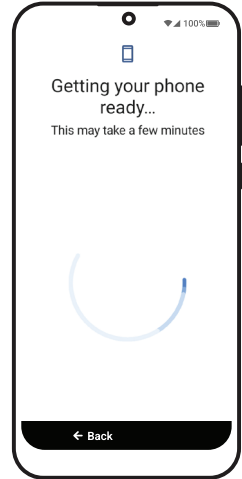
Copy Apps & Data

- If you have a Google® Account, TAP **Next** to transfer your apps, photos and contacts from your old phone to your Jitterbug Smart4. Otherwise, TAP **Don't copy**.

12:45 PM   ▼⊿ 100%▉

Copy apps & data

You can choose to transfer your apps, photos, contacts, Google Account, and more.

Don't copy   Next

← Back
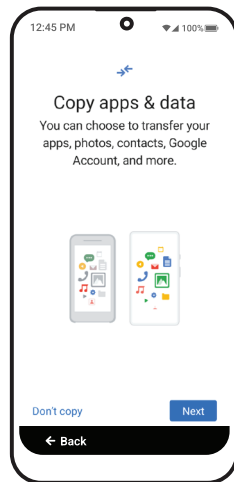
Sign in or Create a Google Account

In order to download apps, music, games or other content from the Google Play® Store, you must sign in or create a Google or Gmail® Account. Write down your Google account login information under "My Important Information" on the inside front cover for future reference.

Sign in or Create a Google Account (continued)

Option 1: To sign in to an existing Google account:

1. Enter your Google email (Gmail) address and TAP **Next**.

2. Enter your password and TAP **Next.**

NOTE *Having a Google account is not required to use your Jitterbug Smart4. If you don't want to create an account, TAP **Skip**. If you choose to skip setting up a Google account, you will not be able to use some additional Google features. You can always add a Google account later if you want to use these features.*

3. If prompted, choose how to verify your account, following the on-screen instructions.
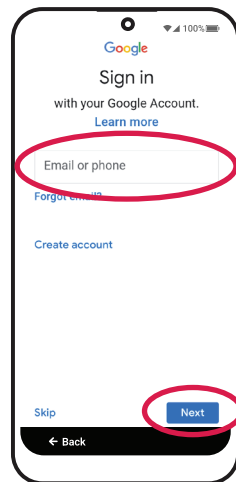
Sign in or Create a Google Account (continued)

Option 2: To create a new Google account:

1. TAP **Create account** and then TAP **For myself** from the drop-down menu.

2. Follow the on-screen prompts to create your account. Choose a Gmail address, password and privacy settings.
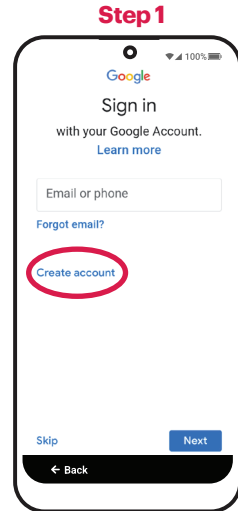
Agree to Google Terms of Service

To add the account, you must agree to Google's terms of service.

- TAP **I agree**.
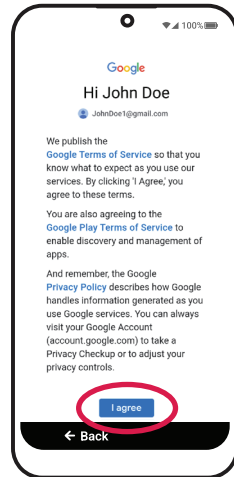
Choose Google Services

Choose the data that Google has access to.

1. TAP **More** or DRAG your finger to scroll down. Read about each service, and TAP each slider to turn access on or off.

2. TAP **Accept**.
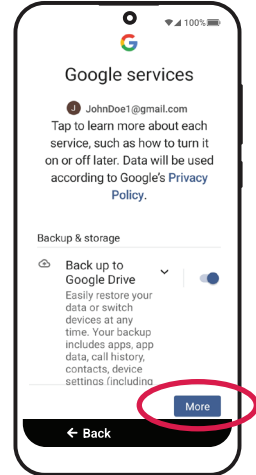
Set a Screen Lock

To protect your information, set up a lock screen for an extra layer of protection if you happen to lose or misplace your phone.

1. Enter a security PIN to keep your phone safe, then TAP **Next**.

NOTE *Make sure that the number is at least four digits, easy to remember, and hard to guess.*

2. Re-enter your security PIN, then TAP **Confirm**.

NOTE *Write down your settings under "My Important Information" on the inside front cover for future reference. If you don't want a lock on your phone, TAP* **Skip** *(you can always set this up later).*

Step 1
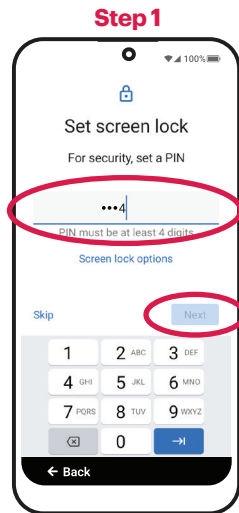
Unlock with Fingerprint

You can choose to unlock your Jitterbug Smart4 using your fingerprint. The fingerprint sensor is built into the power/lock button. You can authorize multiple fingerprints to open your smartphone.

NOTE *If unlocking with fingerprints, you must also set up a backup PIN or pattern. Write down your PIN or pattern under "My Important Information" on the inside front cover for future reference.*

• To do this now, TAP **Next** and follow the on-screen instructions. Otherwise, TAP **Skip**.

Unlock with fingerprint

Just touch the fingerprint sensor to unlock your phone, authorize purchases, or sign in to apps. Be careful whose fingerprints you add. Even one added print can do any of these things.

Note: Your fingerprint may be less secure than a strong pattern or PIN.

Skip   Next

← Back
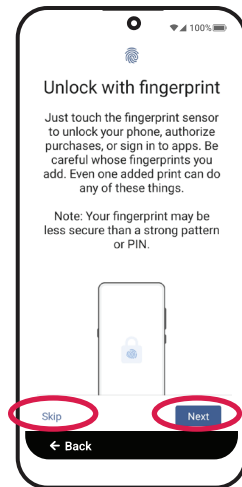
Unlock with Face

You can choose to unlock your Jitterbug Smart4 using your camera's facial recognition technology.

- To do this now, TAP **Next** and follow the on-screen instructions. Otherwise, TAP **Skip**.

NOTE *Make sure that the number is at least four digits, easy to remember, and hard to guess.*

NOTE *If unlocking with your face, you must also set up a backup PIN or pattern. Write down your PIN or pattern under "My Important Information" on the inside front cover for future reference.*

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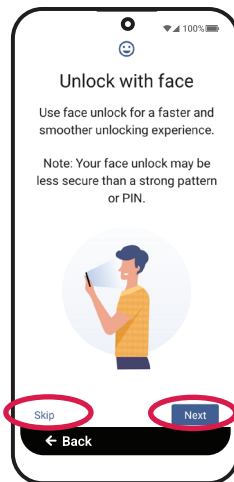
Continue Setup

You can choose if you'd like to complete setup now or finish it later so you can start using your phone. We recommend you complete setup now.

- TAP **Continue** to fully set up your smartphone now (recommended), then go to the next page. Otherwise, TAP **Leave & get reminder** and skip to "Choose the "Easy-to-use Jitterbug Smart" Home Screen" on page 23.

Continue setup?
Keep going to get your device fully set up. Or, leave now and get a reminder to finish later.

Continue

Leave & get reminder

← Back
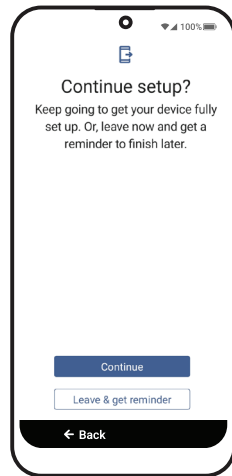
Access your Assistant with "Hey Google"

Google Assistant™ can start when it hears you say "Hey Google" even when your phone is locked.

1. TAP **More** to read about Google Assistant.

2. If you want to turn on "Hey Google," TAP **I agree**. Otherwise, TAP **Skip** and go to the next page.

3. If you want to let Google Assistant work without unlocking your smartphone, TAP **More** to scroll down, then TAP **I agree**. Otherwise, TAP **Skip**.

Step 1

Step 2 & 3

Access your Assistant with "Hey Google"

If you agree, Google Assistant will wait in standby mode to detect "Hey Google."

"Hey Google" also requires Voice Match so your Assistant can recognize you.

Ask questions
"What's the weather...

More

← Back

without unlocking your device

▣ Allow Assistant on lock screen

Allow Assistant to respond when your device is locked. For personal actions like calling and messaging your contacts, say "Hey Google" so Assistant can recognize your voice.

ⓘ **Note:** A similar voice or recording might be able to access your personal results on your Assistant.

Skip

I agree

← Back

Choose the "Easy-to-use Jitterbug Smart" Home Screen

Select "Easy-to-use Jitterbug Smart (Recommended)" home screen for the best experience with your new phone.

- TAP **Easy-to-use Jitterbug Smart (Recommended),** then TAP **Next**.
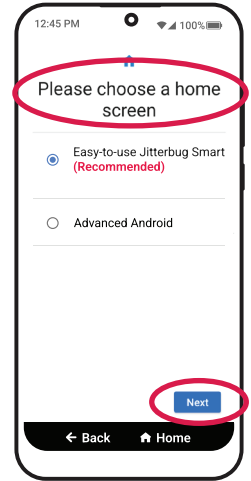
Accept Lively Terms and Conditions

1. Read the terms and conditions and privacy policy, then TAP **Accept & Continue**.

2. Read the terms and conditions and privacy policy, then TAP **I Agree**.
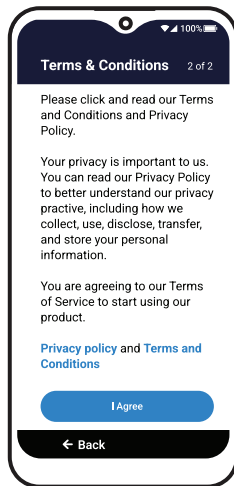
Lively Authentication

Your Jitterbug Smart4 may take a few minutes to finish setting up. While it is setting up, there will be a banner at the top of your screen. While you wait, you can explore your phone, but you cannot make calls, access voicemail, open the Lively app, or call Urgent Response.

When Lively authentication is complete, your smartphone's voicemail setup automatically opens.
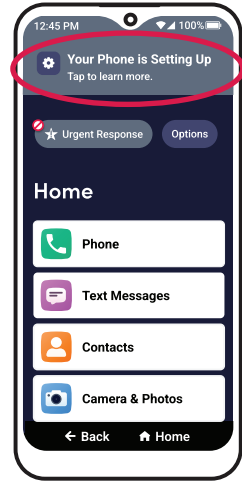
Setting up Voicemail

As a new Jitterbug Smart4 user, you need to set your voicemail PIN to receive voicemail messages. Voicemail PIN setup automatically begins after your device successfully activates. If you have already set up your voicemail PIN, a "Voicemail is Set Up" message is shown.

NOTE *Write down your voicemail PIN under "My Important Information" on the inside front cover for future reference.*

1. TAP **Continue**.

12:45 PM   100%

Set Up Voicemail

To receive voicemail messages or access them from another device, you need to create a 4-7 digit voicemail PIN.

Tap Continue to set your voicemail PIN now.

Continue

← Back   ♠ Home
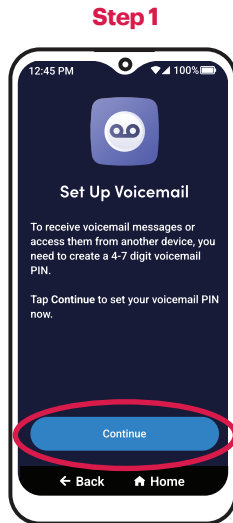
Setting up Voicemail (continued)

2. Enter a voicemail PIN that is 4–7 digits long, then re-enter it again.

3. TAP **Set PIN**.

4. TAP **Close**.

Step 2

Step 3
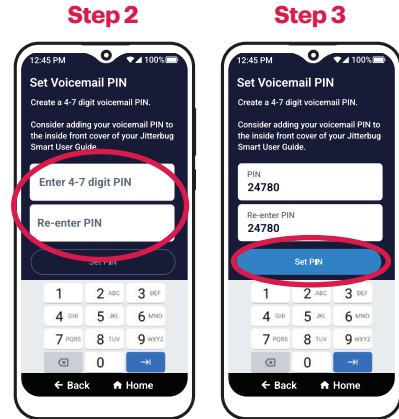
Setup Complete

A message appears on your screen which lets you choose whether you want a tour of your new smartphone.

- TAP **Start** to get a tour of your smartphone (recommended), or TAP **Skip**.
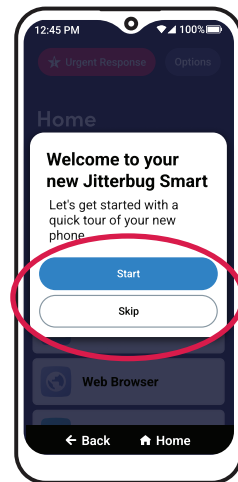
Phone Overview

A. **Volume Button** – PRESS the top of the button to raise the volume. PRESS the bottom of the button to lower the volume.

B. **Power/Lock Button** – QUICKLY PRESS to lock or wake your phone. TOUCH with your finger to unlock your phone (if unlock by fingerprint is turned on). PRESS AND HOLD to turn your phone on or off.

C. **SIM/SD Card Storage & Ejector Pinhole** – Push the SIM card removal tool into the ejector pinhole to access the SIM card or
SD card.

D. **Back Button** – TAP to return to the previous screen.

E. **Home Button** – TAP to return to the Home screen.
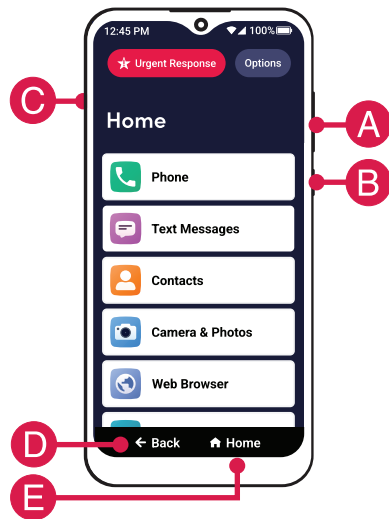
Lock Screen Overview

The lock screen prevents accidental dialing and provides an extra layer of security if you misplace your phone. Your phone automatically locks if you haven't interacted with it for a while. To lock or unlock your phone:

- DRAG your finger from the bottom of the screen to the top in one, quick "swiping" motion to access your Home screen. You may be prompted to enter a PIN (if enabled).

- If fingerprints are enabled, TOUCH the power/lock button with your finger to unlock your phone.
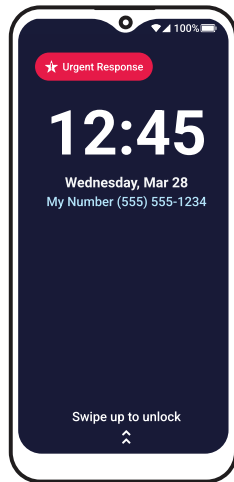
Lock Screen Overview (continued)

A. **Urgent Response Button** – TAP to get help in an unsafe or uncertain situation (requires a subscription to Urgent Response).

NOTE *Confirm that you want to contact an Urgent Response agent by TAPPING* **Place Call**.

B. **Current Time**

C. **Current Date**

D. **Your Phone Number**

E. **Notifications** – View text messages, missed calls, app info and other information directly from your lock screen.

F. **Swipe to Unlock** – DRAG your finger from the bottom of the screen to the top in one, quick "swiping" motion to access your Home screen.

A — Urgent Response

B — 12:45

C — Wednesday, Mar 28
My Number (555) 555-1234

D — Marge Smith · 26m
Are you busy now?

E — Recent Calls · 2h   2
Missed Call Marge Smith
Missed Call Unknown

F — Swipe up to unlock
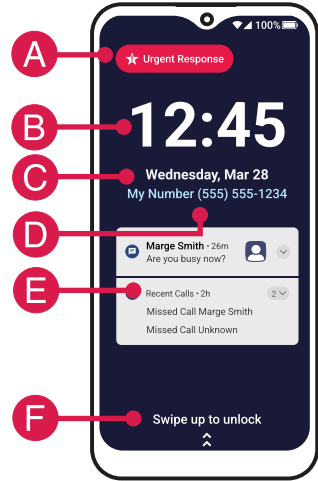
Lock Screen Options

There are six lock screen options you can choose from:

A. **None** – No Lock Screen will appear at all. QUICKLY PRESSING the Power/Lock Button will take you immediately to the Home screen.

B. **Swipe** – Unlocking your phone will only require you to "swipe" your finger from the bottom of the screen to the top in one, quick motion.

C. **Pattern** – After swiping to unlock, you must draw a pattern that only you know.
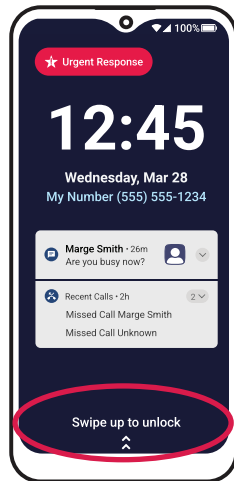
Lock Screen Options (continued)

D. **PIN** – After swiping to unlock, you must enter a numerical PIN that only you know.

E. **Password** – After swiping to unlock, you must enter a password (that may include letters, numbers and special characters) that only you know.

F. **Fingerprint Unlock** – Place your finger on the power/lock button.

G. **Face Unlock** – After turning on the screen, the camera detects your face and you can swipe up to unlock. A PIN, password or pattern is required after four hours of inactivity.

NOTE *Don't forget your lock screen's secret key. Use the inside front cover of this user guide to write down your lock screen information.*

Home Screen Overview

The Home screen lists commonly used apps in one place. From here, you can access all features of your Jitterbug Smart4.

A. **Status Bar** – Shows you 12:45 PM the current time, ⁂ Bluetooth®, 🛜 Wi-Fi, 📶 cellular and 🔋 battery.

B. **Title Bar** – Name of the application or screen you are viewing.

C. **App List** – A list of commonly used apps. See "Customizing Your Home Screen Applications" on page 118 to change which apps appear on your Home screen.
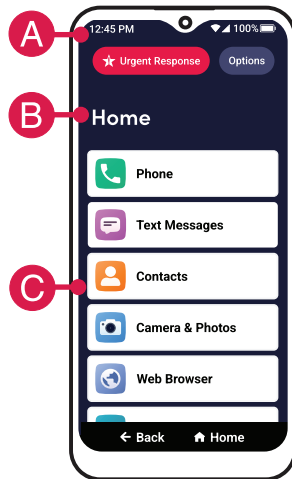
Home Screen Overview (continued)

D. **Options** – TAP to view more options relevant to the screen you are currently viewing.

E. **How-To Guides** – View animated guides on how to use your phone and get helpful tips.

F. **View All Apps** – TAP to view all the apps on your phone in alphabetical order.

G. **Navigation Buttons** – Navigate around your phone.
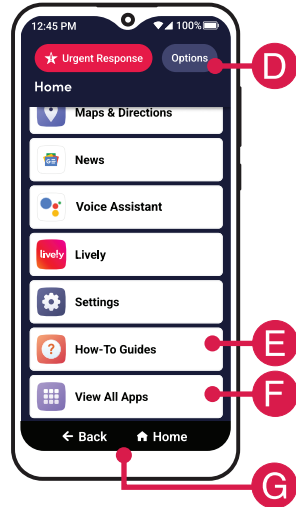
Status Bar

The Status Bar at the top of your screen shows you important information about the state of your phone.

12:45 PM	✳ ॥ 100% ▭
Ⓐ	Ⓑ

A. **Current Time** – The current time automatically set by the Lively network.

B. **Bluetooth Status**– Appears when your phone's Bluetooth is turned on.

Status Bar (continued)

12:45 PM 📶 ᵣ.ᵢᵢᵢ 100% 🔋

C   D   E

C. **Wi-Fi Status** – Use a Wi-Fi network to save data usage on your plan. You can turn this on or off under Phone Settings.

D. **Cellular Signal Strength** – Affects your call quality. The stronger the signal, the more the triangle will be filled in.

E. **Battery Level** – Allows you to know when you need to charge your phone.

Navigation Buttons

At the bottom of your screen, you will find two buttons that are used frequently to navigate around your phone.

A. **Back Button** – Takes you one step back from your last action.

B. **Home Button** – Takes you back to the Home screen.
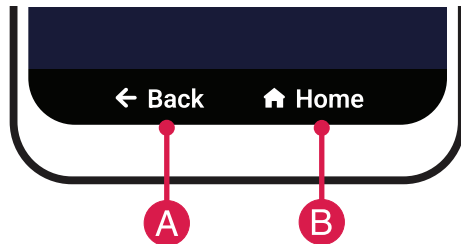
App List

An "app" is an application designed to do a specific task for you. We've added apps on your Home screen to get you started, but you can customize this list by using the Options button on the Home screen.

Phone – Make calls and view call history.

Text Messages – View, send and receive text messages.

Contacts – View names and phone numbers you have added.

Camera & Photos – Capture and view photos or videos.

Web Browser – Browse the Internet and find websites that interest you.

Email – Send and receive email messages.

App List (continued)

Maps & Directions – Get directions to your destination.

News – Keep up to date on what's happening.

Voice Assistant – Google Assistant offers voice commands, voice searching, and voice-activated device control.

Lively – Access your Lively Health & Safety Services, update your Personal Emergency Profile and more.

Settings – Adjust important settings on your phone.

How-To Guides – View animated guides that show how to use your phone and get helpful tips.

View All Apps – View a full list of all apps on your phone.

Section 2: Learning the Basics

Topics

- Adding a Contact
- Making a Call
- Sending a Text
- Voice Typing
- Taking a Photo
- Setting Up Your Voicemail Greeting

- Talk, Text and Data Usage
- Checking Talk, Text and Data Usage
- Using Wi-Fi to Reduce Your Data Usage
- Connecting to Wi-Fi
- Using Google Assistant
- Calling Urgent Response

Adding a Contact

1. On the Home screen, TAP **Contacts**.

NOTE *You may need to allow access to various settings the first time you open Contacts.*

2. TAP **Add New Contact**.

3. Enter contact's first and last name, then TAP **Next**.

Step 1   **Step 2**   **Step 3**
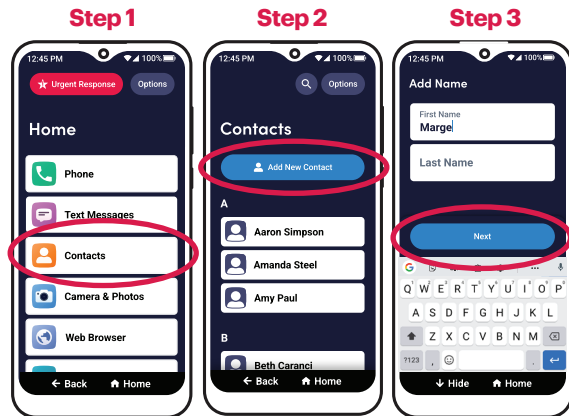
Adding a Contact (continued)

4. Enter the contact's phone number, select a phone type, then TAP **Next**.

NOTE *TAP **Favorite Contact** if you want to keep the person at the top of your Contacts list.*

NOTE *TAP **Add More Details** to add an additional phone number, email address or notes.*

5. Review the information and TAP **Save Contact**.

Step 4

12:45 PM 100%
Add Phone Number

Phone Number
(555) 555-1234

📱 Mobile

Skip   Next

Step 5

12:45 PM 100%
Review Contact

Name
👤 Marge Smith

Set this contact as:
💠 Favorite Contact ☐

Mobile Phone
📱 (555) 555-1234

➕ Add More Details

✅ Save Contact

← Back   🏠 Home

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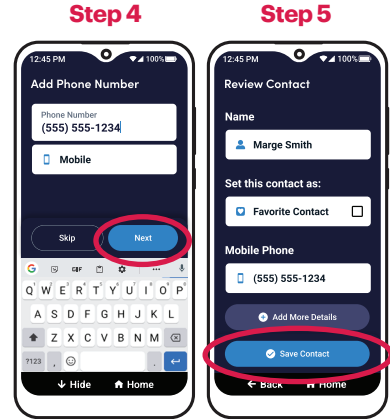
Making a Call

NOTE *To call a contact, see "Contacts" on page 68.*

1. On the Home screen, TAP **Phone**.

2. TAP **Dial Pad**.

3. Enter the 10-digit phone number and TAP **Place Call**.

Step 1

Step 2

Step 3
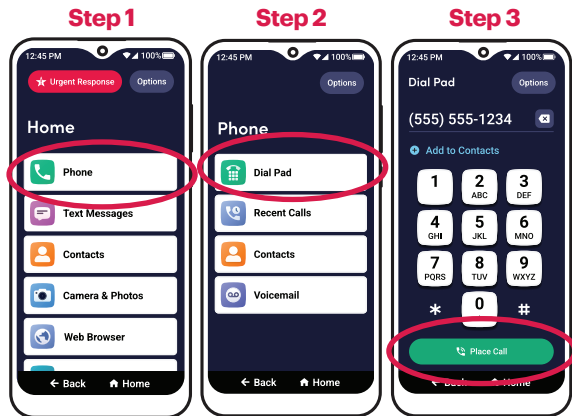
Sending a Text

1. On the Home screen, TAP **Text Messages**.

> **NOTE** *You may need to allow access to various settings the first time you open Text Messages.*

2. TAP **Create a New Message**.

3. TAP **Enter Phone Number**.

> **NOTE** *You can also send a text message to a saved Contact. See "Sending New Text Messages" on page 81.*

Step 1   Step 2   Step 3
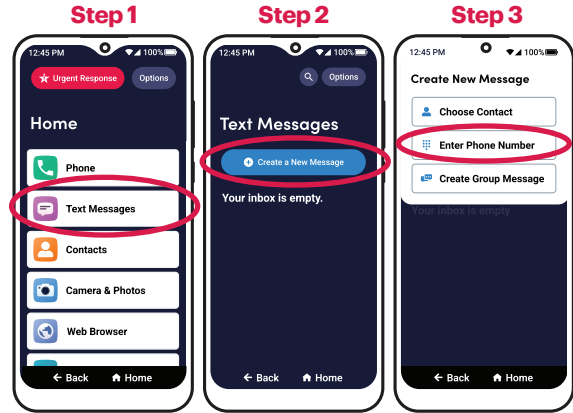
Sending a Text (continued)

4. Enter the 10-digit phone number and TAP **Start Text Message**.

5. Compose your text message using the keyboard or with voice typing.

6. TAP **Send**.

NOTE *For information about sending a group text, see "Sending a Group Text Message" on page 83.*

Step 4

Step 5

Step 6
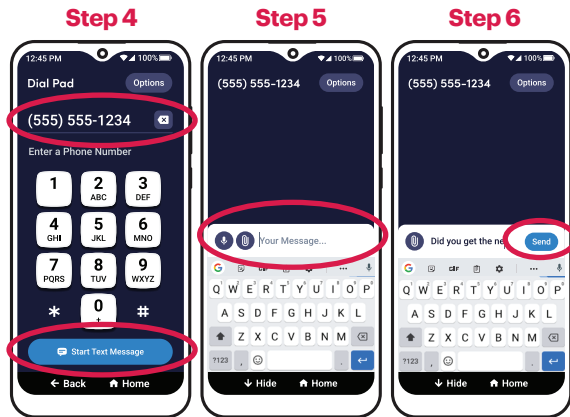
Blocking and Unblocking Phone Numbers

You can block a phone number if you want to stop receiving calls or texts from it.

To block a phone number:

1. On the **Home screen**, TAP **Phone**.

2. TAP **Recent Calls**.

3. TAP the number you want to block.

4. TAP **Block Number**, then TAP **Block** to confirm.

Step 3

Step 4

12:45 PM   100%

Options

Recent Calls

Today

Incoming   (555) 555-1234
  Today   8:35 PM

Missed   (555) 555-1234
  Today   6:35 PM

Dismissed   Unknown
  Today   4:35 PM

Yesterday

(555) 555-1234

← Back   🏠 Home

12:45 PM   100%

Recent Call Detail

Incoming   (555) 555-1234
  Today   12:05 PM
Call From Unknown   1:00:15

📞 Call Back

💬 Send a Text Message

➕ Add to Contacts

🗑 Delete From History

⊘ Block Number

← Back   🏠 Home

47
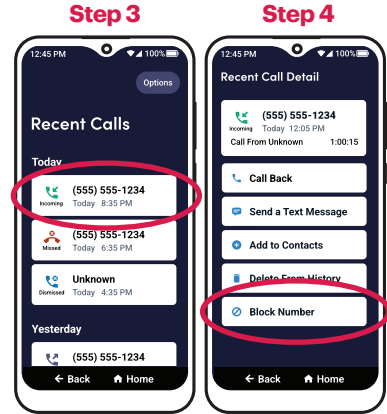
Blocking and Unblocking Phone Numbers (continued)

To unblock a phone number:

1. On the Home screen, TAP **Settings**.

2. TAP **Blocked Numbers**, then TAP **Add Blocked Number**.

3. TAP the name or phone number that you want to unblock.

4. TAP **Unblock Contact** or **Unblock Number**.

5. TAP **Unblock** to confirm.

Step 4

Step 5
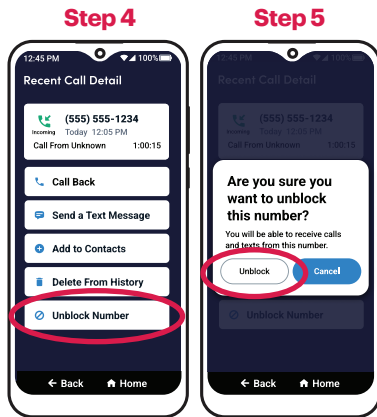
Voice Typing

1. When using the keyboard, TAP 🎤 Voice Typing.

2. Speak your message when "Speak now to voice type" appears on the screen. The words are shown in the message box. TAP 🎤 Voice Typing again to stop the Voice Typing function.

3. If needed, edit your message using the keyboard or by using 🎤 Voice Typing again.

Step 1   Step 2
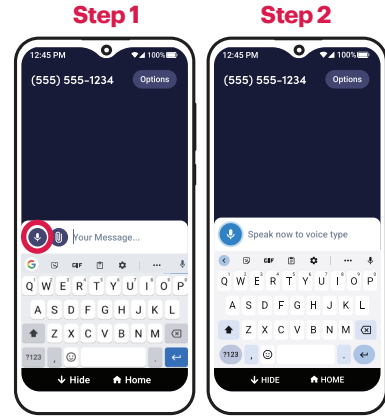
Taking a Photo

1. On the Home screen, TAP **Camera & Photos**.

2. TAP **Camera**.

NOTE *You may need to allow access to various settings the first time you open the Camera.*

3. Aim the camera and TAP the 📷 Camera button to take a picture.

Step 1   **Step 2**   **Step 3**
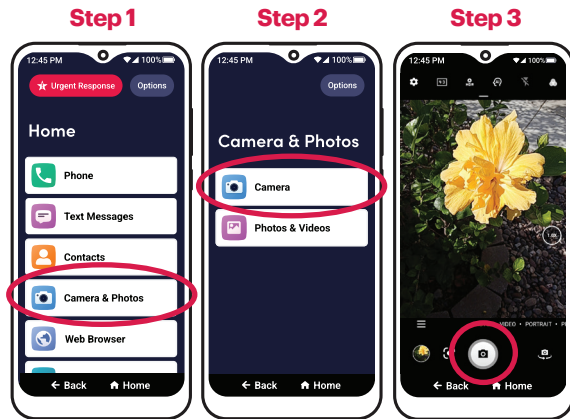
Setting Up Your Voicemail Greeting

1. On the Home screen, TAP **Phone**.

2. TAP **Voicemail**.

NOTE *You may need to allow access to various settings the first time you open Voicemail.*

Step 1

Step 2

12:45 PM 100%

Urgent Response   Options

Home

Phone

Text Messages

Contacts

Camera & Photos

Web Browser

← Back   Home

12:45 PM 100%

Options

Phone

Dial Pad

Recent Calls

Contacts

Voicemail

← Back   Home
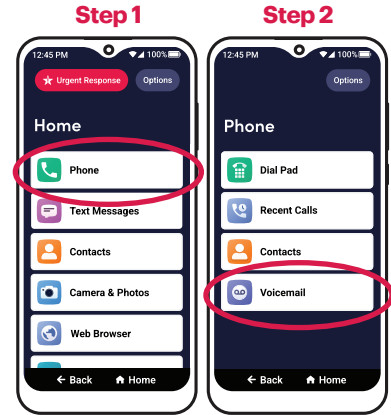
Setting Up Your Voicemail Greeting (continued)

3. TAP **Options** from the top right corner.

4. TAP **Set Greeting Message**.

5. If you're recording a greeting for the first time, TAP the **Tap to Begin** box. Or TAP **Record a New Greeting** to create a different greeting.

6. Say your greeting.

Step 3

Step 4

Step 5
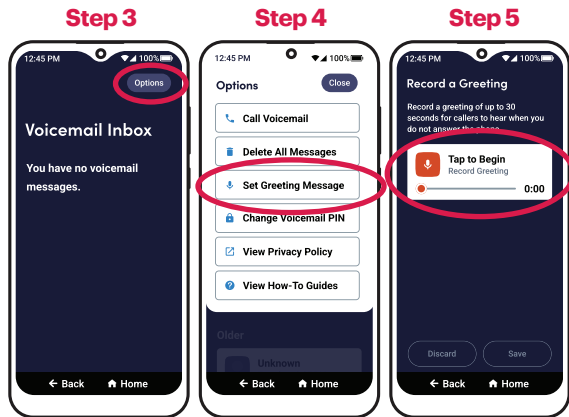
Setting Up Your Voicemail Greeting (continued)

7. TAP the **Tap to Stop** box to finish your recording.

8. TAP the **Tap to Play** box to listen to your recording.

9. TAP **Save** if you are satisfied or **Discard** if you would like to record a new greeting.

Step 6

12:45 PM ◯ 100%

Record a Greeting

Record a greeting of up to 30 seconds for callers to hear when you do not answer the phone.

■ **Tap to Stop**
Stop When Finished

0:08

Discard   Save

← Back   ⌂ Home

Step 7

12:45 PM ◯ 100%

Record a Greeting

You have recorded a greeting. Tap Save to finish, or tap Discard to record a new greeting.

▶ **Tap to Play**
Preview Greeting

0:10

Discard   Save

← Back   ⌂ Home

Step 8

12:45 PM ◯ 100%

Record a Greeting

You have recorded a greeting. Tap Save to finish, or tap Discard to record a new greeting.

▶ **Tap to Play**
Preview Greeting

0:10

Discard   Save

← Back   ⌂ Home

Talk, Text and Data Usage

Your Jitterbug Smart4 allows you to do much more than just call your friends and family. It's an easy-to-use smartphone with a broad range of capabilities from sending pictures and videos via text message or email, browsing the Internet to catch up on the latest news, to downloading the latest apps and games.

What is Data?

Cellular data is electronic information sent wirelessly between your phone and the Lively network. Examples of features that typically use data on your Data Plan allowance:

- Browsing the Internet
- Sending and receiving email messages
- Sharing photos or videos on social media sites

Talk, Text and Data Usage (continued)

What is Data? (continued)

- Watching streaming videos on a website or using video apps

- Listening to music on a website or using music streaming apps

- Turn-by-turn directions using the Maps & Directions app

- Downloading apps from the Google Play Store

NOTE *Features such as sending photos, browsing the Internet and downloading apps may require data usage. You may be subject to usage caps and reduced data speeds, depending on your subscription plan.*

Checking Talk, Text and Data Usage

To avoid overage fees, periodically check your data usage:

1. On the Home screen, DRAG to scroll down, then TAP **Settings**.

2. TAP **Check My Usage**. It may take a few minutes to gather your data.

NOTE *With no long-term contracts or cancellation fees, you can switch your plan at any time.*

Step 1   **Step 2**

12:45 PM   100%
★ Urgent Response   Options
Home
Maps & Directions
News
Voice Assistant
Lively
Settings
How-To Guides
View All Apps
← Back   ⌂ Home

12:45 PM   100%
Options
Settings
Check My Usage
Wi-Fi & Bluetooth
Personalize Phone
Sound & Display
Blocked Numbers
About My Phone
Advanced Settings
← Back   ⌂ Home

12:45 PM   100%
Monthly Usage
Next Bill Due: September 23, 2023
Usage Data is estimated.
Minutes
Unlimited
Text Messages
350 of 600 used
Data
200MB of 300MB remaining
← Back   ⌂ Home

Using Wi-Fi to Reduce Your Data Usage

If your home already has Internet access and a Wi-Fi network, sometimes called a "wireless network," you can connect your phone to your Wi-Fi connection to reduce data usage on your monthly data plan allowance.

When successfully connected to your Wi-Fi network, all data usage will go through your home's Internet access instead of Lively's cellular network.

NOTE *Periodically check the Status Bar to confirm if you are connected to Wi-Fi. If not, data use may be deducted from your monthly data allowance. If you are connected to Wi-Fi, you will see this in the Status Bar:* 📶

Connecting to Wi-Fi

1. On the Home screen, DRAG to scroll down, and TAP **Settings**.

2. TAP **Wi-Fi & Bluetooth**.

3. TAP **Wi-Fi**.

Step 1

Step 2

Step 3
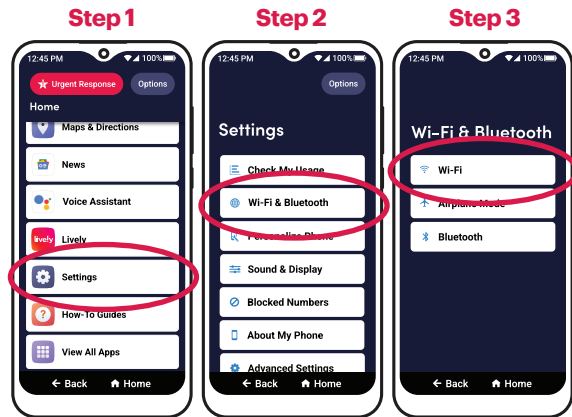
Connecting to Wi-Fi (continued)

4. TAP the Wi-Fi **On** switch to turn on Wi-Fi.

5. TAP your network name from the list.

6. Enter the network password and TAP **CONNECT**.

`NOTE` *TAP **Show password** to view the text as you type.*

`NOTE` *Use the inside cover of this User Guide to take note of your Wi-Fi settings for future reference.*

`NOTE` *If you don't know your network name or password, contact your Internet Service Provider (ISP).*

Step 4

12:45 PM	
‹ Wi-Fi	
On	⬤

SAVED NETWORK

KatNetwork

AVAILABLE NETWORKS

Another Wi-Fi Network

Smith Family Network

NETGEAR3000

x1434M2dcP

Another Network

A different network

← Back   🏠 Home

Step 5

12:45 PM	
‹ Wi-Fi	
On	⬤

SAVED NETWORK

KatNetwork

AVAILABLE NETWORKS

Another Wi-Fi Network

Smith Family Network

NETGEAR3000

x1434M2dcP

Another Network

A different network

← Back   🏠 Home
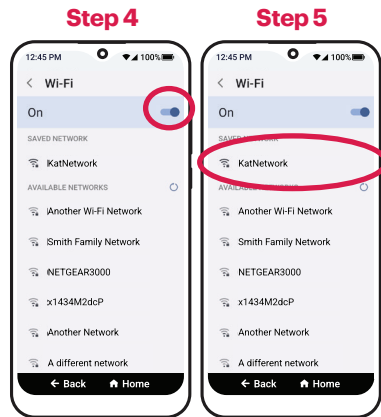
Using Google Assistant

Google Assistant offers voice commands, voice searching and voice-activated device control. To use Google Assistant:

1. On the Home screen, TAP **Voice Assistant**.

2. Say your question or command out loud. You can say things such as:

   - "What's the weather tomorrow?"

   - "Call Megan Graham."

   - "Start a timer for 10 minutes."
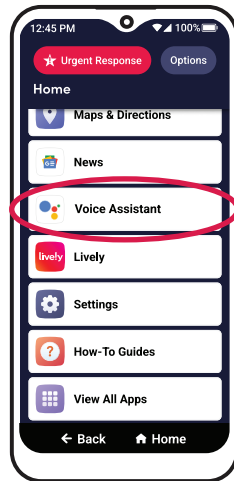
Calling Urgent Response

The [★ Urgent Response] Urgent Response button on your Jitterbug Smart4 gives you access to our exclusive Urgent Response Service. This service provides easy-to-use and reliable access to IAED-certified Agents who will confirm your location, evaluate your situation and get you the help you need. You must be on a plan including Urgent Response Service to use this service.

On the Home screen, TAP the [★ Urgent Response] Urgent Response button to call Urgent Response in an uncertain or unsafe situation.

NOTE *If you accidentally call Urgent Response, please stay on the line and advise the Agent that it is not anemergency. Our Agents are notified of attempted calls, take each one seriously and are trained to call back to confirm your situation.*

Section 3: Phone Calls

Topics

- Phone App Overview
- Dial Pad
- Recent Calls
- Contacts
- Voicemail
- Answering or Ignoring a Call

- Speakerphone
- Bluetooth
- Accessing the Dial Pad During Calls
- Adjusting the Call Volume
- Adjusting the Ringer Volume
- Real Time Text (RTT)

Phone App Overview

TAP **Phone** from the Home screen to get the following options:

A. **Dial Pad** – Make a call by dialing the number.

B. **Recent Calls** – See your incoming and outgoing call history.

C. **Contacts** – Save or view phone numbers with a contact name for quicker dialing.

D. **Voicemail** – Listen to voice messages from calls you missed.

12:45 PM   100%

Options

Phone

A Dial Pad

B Recent Calls

C Contacts

D Voicemail

← Back   ⌂ Home

Dial Pad

These are the features of the Dial Pad:

A. **Phone Number Field** – This shows the phone number you're about to call as you are dialing. Use the ⊠ delete button if you make a mistake.

B. **Add to Contacts** – TAP to add this number to a contact name for quicker dialing in the future.

C. **Dial Pad** – Use the dial pad to type the phone number.

D. **Place Call Button** – TAP **Place Call** when you are ready to call.

E. **Options** – TAP to open a drop-down menu that lets you View Recent Calls, View Contacts or View How-To Guides.
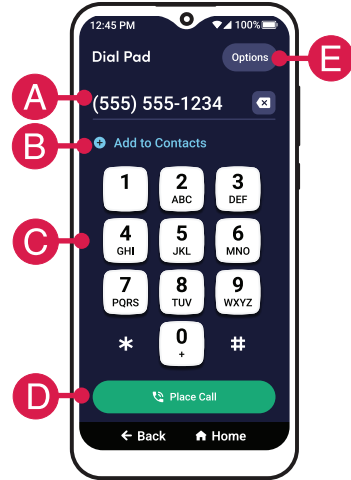
Dial Pad (continued)

F. **Place Call Button** – TAP **Place Call** when you are ready to call.

G. **Options** – TAP to open a drop-down menu that lets you View Recent Calls, View Contacts or View How-To Guides.

Recent Calls

From Recent Calls, you can view your incoming, outgoing, missed and dismissed call history. TAP any call record for more options like calling back, sending a text message, adding to contacts, viewing caller details and blocking callers.

These are the types of call history records:

Incoming – Incoming calls that were answered.

Outgoing – All outgoing calls.

Dismissed – Incoming calls that you hung up on before answering.

Missed – Incoming calls that ended before you could answer.

Contacts

Contacts is where you can save your most frequently called contacts so that you don't have to manually dial their number each time. To call a contact:

1. On the Home screen, TAP **Contacts**.

2. TAP the contact name.

3. TAP the phone number you want to call.
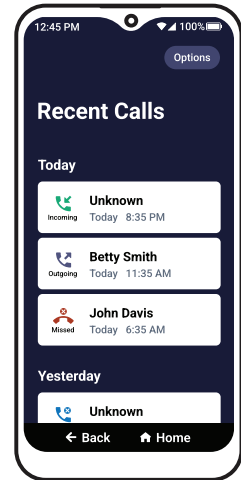
4. TAP **Place Phone Call**.

NOTE *To add a new contact, see "Adding a Contact" on page 42.*

Step 3

12:45 PM

Contact Details   Options

Betty Smith

Mobile Phone
📱 (555) 555-1234

Home Phone
🏠 (555) 555-1235

← Back   🏠 Home

Step 4

12:45 PM

Mobile Phone

Betty Smith
(555) 555-1234

📞 Place Phone Call

💬 Send a Text Message

📱 (555) 555-1234

← Back   🏠 Home
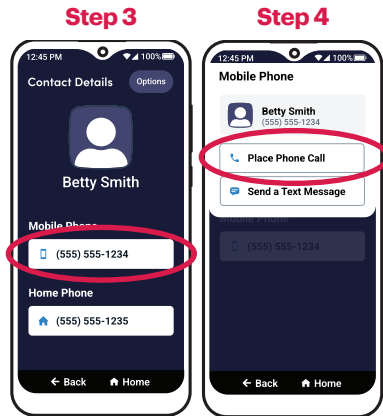
Voicemail

In Voicemail, you can configure your greeting message that's played to callers when you can't answer your phone. You can also listen to voice messages left for you.

1. On the Home screen, TAP **Phone**.

2. TAP **Voicemail**.

3. To listen to your voice message, TAP the voice message you want to listen to from from the list, then TAP **Play**.
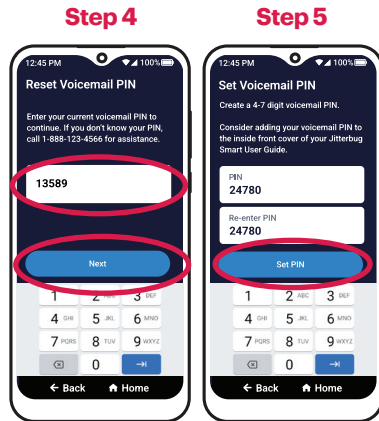
NOTE *To update your greeting, see "Setting Up Your Voicemail Greeting" on page 51.*

Step 2

69
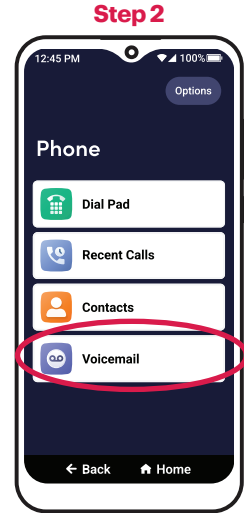
Changing your Voicemail PIN

NOTE *Write down your voicemail PIN under "My Important Information" on the inside front cover for future reference.*

1. On the Home screen, TAP **Phone**.

2. TAP **Voicemail**.

3. TAP **Options**, then TAP **Change Voicemail PIN**.

4. Enter your current voicemail PIN, then TAP **Next**.

5. Enter a new voicemail PIN that is 4–7 digits long, re-enter it again, then TAP **Set PIN**.

Step 4

Reset Voicemail PIN

Enter your current voicemail PIN to continue. If you don't know your PIN, call 1-888-123-4566 for assistance.

PIN
13589

Next

Step 5

Set Voicemail PIN

Create a 4-7 digit voicemail PIN.

Consider adding your voicemail PIN to the inside front cover of your Jitterbug Smart User Guide.

PIN
24780

Re-enter PIN
24780

Set PIN

Answering or Ignoring a Call

Your Jitterbug Smart4 will vibrate and/or ring to notify you when someone is calling. On your screen, you will see any information available about the caller as well as an option to answer or to ignore the call. Ignoring a call will send them to your Voicemail.

DRAG your finger UP to answer or DOWN to ignore.

NOTE *If you leave the call screen while talking on the phone, TAP the* ***Return to Call*** *button at the bottom of the screen to return.*

**Drag up or down**   **Return to Call**
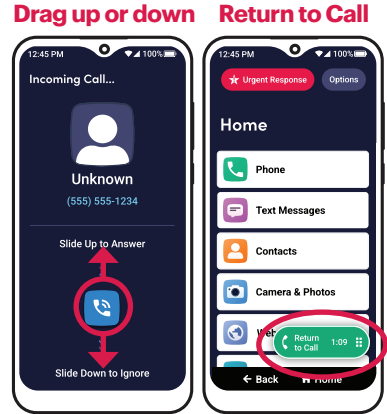
Speakerphone

Once in a call, you will have the ability to route the caller's voice to either the Earpiece Speaker or the Speakerphone. The Earpiece allows you to have a private conversation if you are in a public setting, while the Speakerphone allows you to free your hands or allow other people surrounding you to participate in the conversation.

To switch between the Earpiece Speaker and Speakerphone while on an active call:

1. TAP **Speaker** to listen through the Speakerphone.

2. TAP **Speaker** again to listen through the Earpiece.

Listen with speakerphone
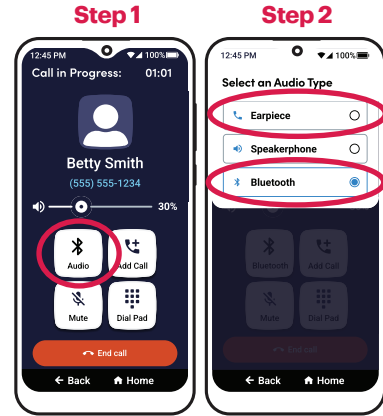
Listen with earpiece
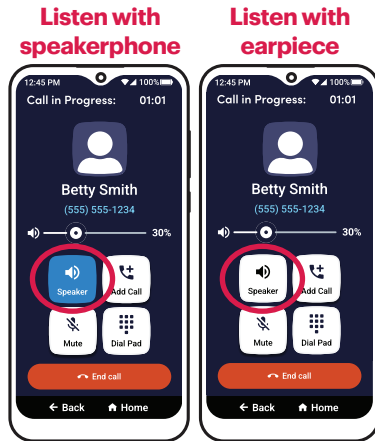
Bluetooth

You can listen to phone calls wirelessly when you connect Bluetooth-enabled headphones or a car stereo system to your phone. If you make or answer a call while Bluetooth is connected, the smartphone automatically uses the connected Bluetooth device for audio.

NOTE *See "Bluetooth" on page 116 for instructions on pairing Bluetooth devices.*

To switch between Bluetooth and the Earpiece Speaker while on an active call:

1. TAP **Audio**.

2. TAP **Bluetooth** to listen through your Bluetooth headphones, or TAP **Earpiece** to listen through the Earpiece speaker.

Step 1

12:45 PM
Call in Progress: 01:01

Betty Smith
(555) 555-1234

30%

Audio   Add Call

Mute   Dial Pad

End call

← Back   ⌂ Home

Step 2

12:45 PM

Select an Audio Type

📞 Earpiece   ○

🔊 Speakerphone   ○

⁂ Bluetooth   ◉

Bluetooth   Add Call

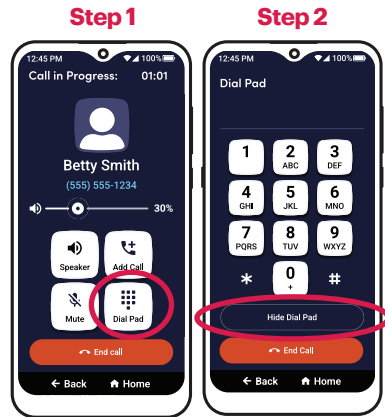Mute   Dial Pad

End call

← Back   ⌂ Home

Accessing the Dial Pad During Calls

There may be instances while on a call that you will need to access the Dial Pad to dial an extension or to make a selection on an Interactive Voice Response prompt (e.g., "press '1' to speak to a representative").

To access the Dial Pad while on an active call:

1. TAP **Dial Pad**.

2. TAP **Hide Dial Pad** to go back to the active call information screen or to access the Speakerphone setting.

Step 1

Step 2

12:45 PM   ▼◢ 100%

Call in Progress: 01:01

Betty Smith
(555) 555-1234

🔊 ——●—————— 30%

🔊
Speaker

📞
Add Call

🔇
Mute

⣿
Dial Pad

📞 End call

← Back   🏠 Home

12:45 PM   ▼◢ 100%

Dial Pad

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
∗	0 +	⌗

Hide Dial Pad

📞 End Call

← Back   🏠 Home

Adjusting the Call Volume

To adjust the Call Volume while on an active call:

• SLIDE the volume circle on the horizontal bar on the call screen.

   OR

• PRESS the upper or lower end of the **Volume Button** to increase or decrease the Call Volume.

| NOTE | *After you press a volume button when away from the call screen, a volume level indicator appears at the top of the screen.* |

Option 1   **Option 2**
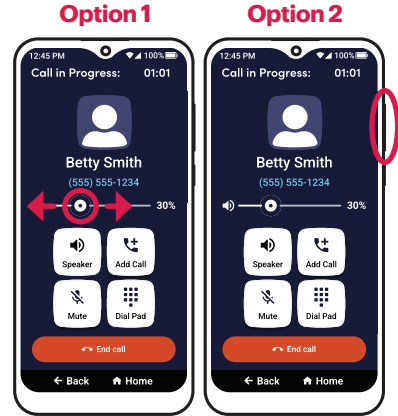
Adjusting the Ringer Volume

To adjust the Ringer Volume while viewing the Home screen:

1. PRESS the upper end of the **Volume Button** to increase the Ringer Volume.

2. PRESS the lower end of the **Volume Button** to decrease the Ringer Volume.

NOTE *After you press a volume button, a volume level indicator appears at the top.*
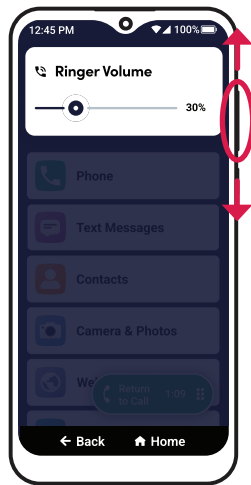
Using Real Time Text (RTT)

RTT transmits each character as it is typed while you're on a call, making it easy for callers with hearing or speech impairments to have a conversation with text.

Before using RTT, you must turn on the feature:

1. On the Home screen, TAP **Settings**.
2. TAP **Advanced Settings**, then TAP **Accessibility**.
3. TAP **Call Accessibility**, then TAP **Real Time Text**.
4. TAP **RTT Visibility**, then TAP **When Placing Calls**.

Step 4

Step 4
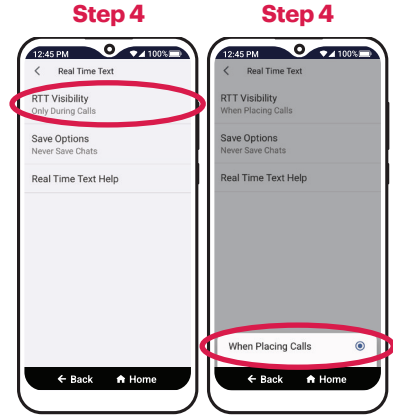
Using Real Time Text (RTT) (continued)

To call a contact with Real Time Text (RTT):

1. On the Home screen, TAP **Contacts**.

2. TAP the name of the person you want to call.

3. TAP the phone number you want to call.

4. TAP **Place RTT Call**.

Step 3

**Step 4**
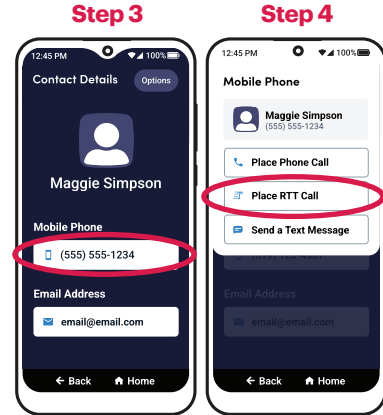
Section 4: Text Messages

Topics

- Text Messages App Overview
- Sending New Text Messages
- Sending a Group Text Message
- Reading and Replying to
  Text Messages
- Sending Photo Messages
- Deleting Entire Conversations
- Deleting Individual Messages
- Checking Emergency Alerts

Text Messages App Overview

Text Messages are a quick and simple way to send short messages to anyone who has a cell phone capable of receiving them.

TAP **Text Messages** from the Home screen to get the following options:

A. **Create a New Message** – Compose a new Text Message.

B. **Conversation History** – A list of Text Message conversations you have had and can reply to.

80
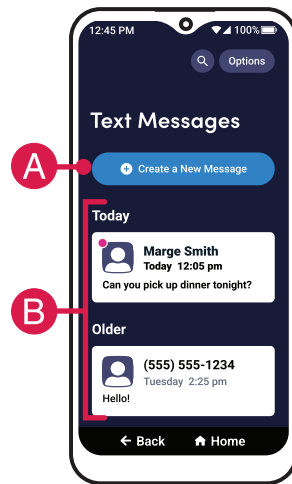
Sending New Text Messages

1. On the Home screen, TAP **Text Messages**.

2. TAP **Create a New Message.**

3. TAP either **Choose Contact** or **Enter Phone Number**.

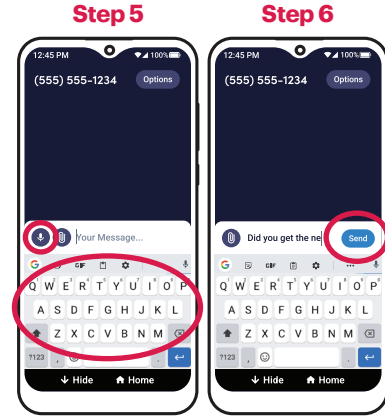4. Select the recipient from Contacts or enter the phone number.
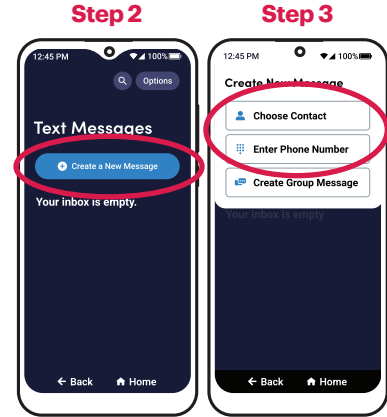
Sending New Text Messages (continued)

5. Compose your message using the On-Screen Keyboard or with 🎤 Voice Typing.

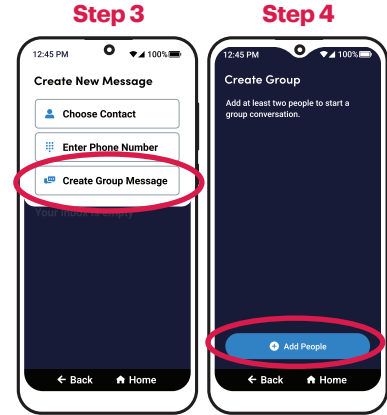**NOTE** *See "Voice Typing" on page 49 for instructions on how to compose a message using your voice.*

6. TAP **Send**.

Step 5

(555) 555-1234 Options

Your Message...

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
?123

↓ Hide   ⌂ Home

Step 6

(555) 555-1234 Options

Did you get the ne Send

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
?123

↓ Hide   ⌂ Home

Sending a Group Text Message

1. On the Home screen, TAP **Text Messages**.

2. TAP **Create a New Message.**

3. TAP **Create Group Message**.

4. TAP **Add People**, then TAP either **Choose Contact** or **Enter Phone Number.**

5. Select the recipient from Contacts or enter the phone number, then TAP **Add to Group**.

Step 3

12:45 PM · 100%

Create New Message

👤 Choose Contact

⠿ Enter Phone Number

💬 Create Group Message

Your Inbox is Empty

← Back 🏠 Home

Step 4

12:45 PM · 100%

Create Group

Add at least two people to start a group conversation.

➕ Add People

← Back 🏠 Home

Sending a Group Text Message (continued)

6. Repeat steps 4 and 5 until everyone is added to the text message, then TAP **Create Group**.

7. Enter a group nickname (optional), then TAP **Start Group Message**.

8. Compose your message using the On-Screen Keyboard or with 🎤 Voice Typing.

9. TAP **Send**.

Step 6

Step 7
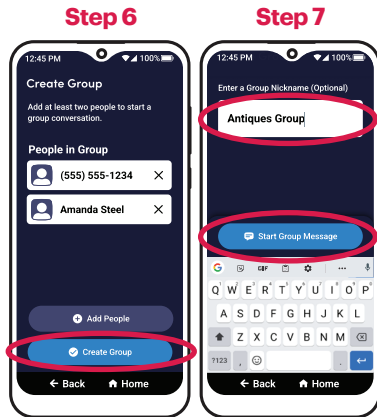
Reading and Replying to Text Messages

1. On the Home screen, TAP **Text Messages**.

2. TAP any Text Message in your Conversation History.

3. DRAG your finger up and down to read the Text Message conversation.

Step 2

Step 3

85
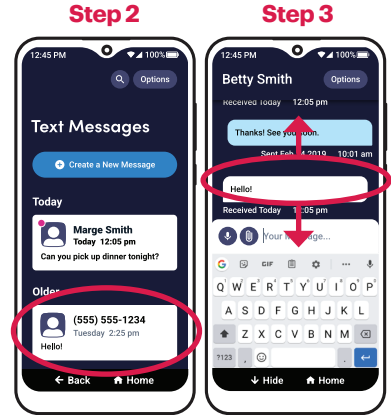
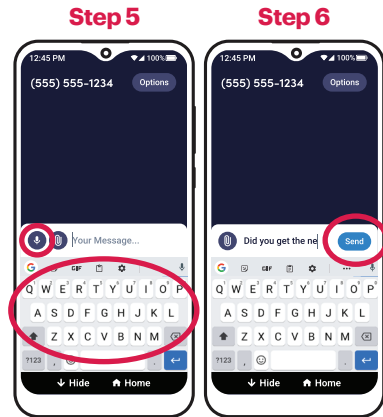## Reading and Replying to Text Messages (continued)

4. TAP anywhere in the "Your Message..." field.

NOTE *TAP "Hide" in the navigation bar to close the keyboard.*

5. Compose your message using the On-Screen Keyboard or with 🎤 Voice Typing.

NOTE *See "Voice Typing" on page 49 for instructions on how to compose a message using your voice.*

6. TAP **Send**.

Step 5

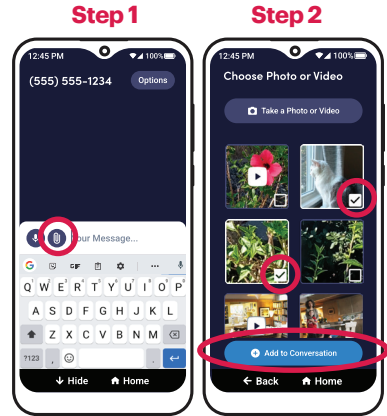**Step 6**

Sending Photo Messages

While composing a new Text Message or replying to an existing Text Message conversation:

1. TAP on the left side of the "Your Message…" field.

2. TAP **Send Photo or Video**, TAP the photo(s) you would like to send from your Photo Album, then TAP **Add to Conversation**. A checkbox appears on the photo(s) when selected.

Step 1   **Step 2**

Sending Photo Messages (continued)

3. TAP **Take a Photo or Video** if you want to take a new photo or video, then TAP **Attach**.

4. Optional: Compose your message using the On-Screen Keyboard or with 🎤 Voice Typing.

| NOTE | *See "Voice Typing" on page 49 for instructions on how to compose a message using your voice.* |

5. TAP **Send**.

Step 3   **Step 5**
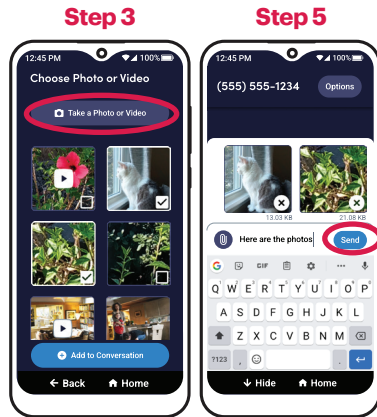
Deleting Entire Conversations

1. TAP any Text Message in your Conversation History.

2. TAP **Options** at the top right of the screen.

3. TAP **Delete Conversation**.

4. TAP **Delete** in the pop-up to confirm.

Step 2

Step 3
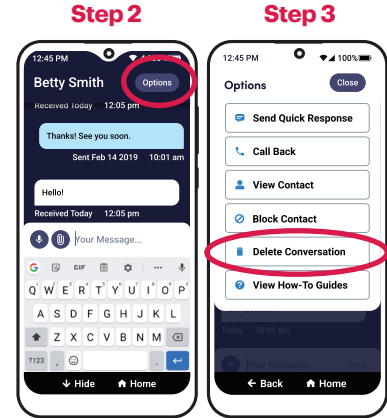
Deleting Individual Messages

1. TAP the contact from your Conversation History.

2. TAP on the Text Message you want to delete.

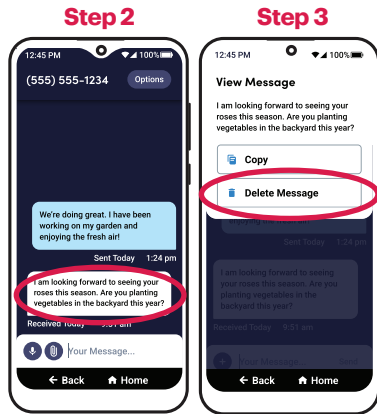3. TAP **Delete Message.**

4. TAP **Delete** in the pop-up to confirm.

Step 2

12:45 PM

(555) 555-1234   Options

We're doing great. I have been working on my garden and enjoying the fresh air!

Sent Today   1:24 pm

I am looking forward to seeing your roses this season. Are you planting vegetables in the backyard this year?

Received Today   9:51 am

Your Message...

← Back   ⌂ Home

Step 3

12:45 PM

View Message

I am looking forward to seeing your roses this season. Are you planting vegetables in the backyard this year?

📋 Copy

🗑 Delete Message

Sent Today   1:24 pm

I am looking forward to seeing your roses this season. Are you planting vegetables in the backyard this year?

Received Today   9:51 am

Your Message...

← Back   ⌂ Home

Checking Emergency Alerts

1. On the Home screen, TAP **Text Messages.**

2. TAP **Options** at the top right of the screen.

3. TAP **View Emergency Alerts**.

4. TAP an emergency alert to read it.
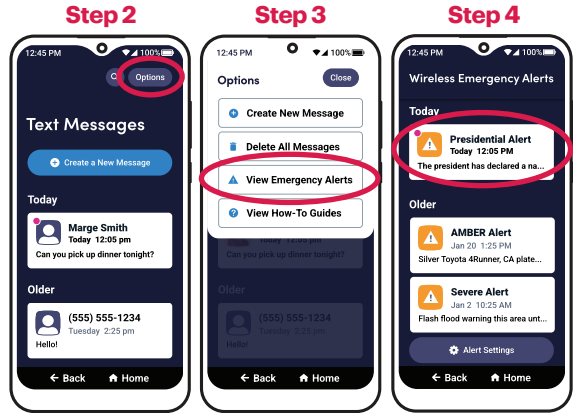
# Section 5: Camera and Photos

Topics

- Camera App Overview
- Taking a Photo
- Recording a Video
- Viewing Your Photos and Videos
- Deleting Your Photos and Videos
- Sharing Your Photos and Videos

Camera & Photos

Camera App Overview

The Camera allows you to take pictures and videos of precious moments and share with friends and family.

TAP **Camera & Photos** from the Home screen to get the the following options:

A. **Camera** – Take photos and videos.

B. **Photos & Videos** – View photos and videos you have captured.
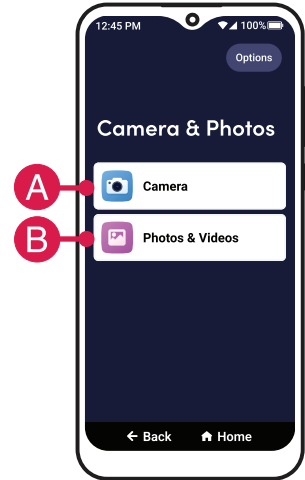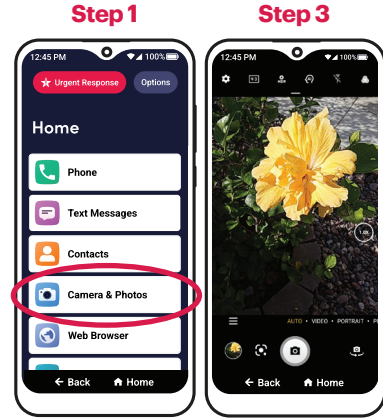
Taking a Photo

1. On the Home screen, TAP **Camera & Photos.**

2. TAP **Camera**.

3. Aim the back of your phone towards your subject.

NOTE *To switch to the front camera to take a selfie, TAP 📷 switch camera.*

4. TAP where you would like to focus.

5. TAP the 📷 Shutter button.

Step 1

Step 3

Recording a Video

1. On the Home screen, TAP **Camera & Photos**.

2. TAP **Camera**.

3. TAP **VIDEO** near the Shutter button. The Shutter button will turn red.

4. Aim the back of your phone towards your subject.

   NOTE *To switch to the front camera, TAP 📷 switch camera.*

5. TAP where you would like to focus.

6. TAP the circle ⦿ Shutter button to start recording.

7. TAP the square ⬛ Shutter button again to stop recording.

Step 1   **Step 3**   **Step 5**
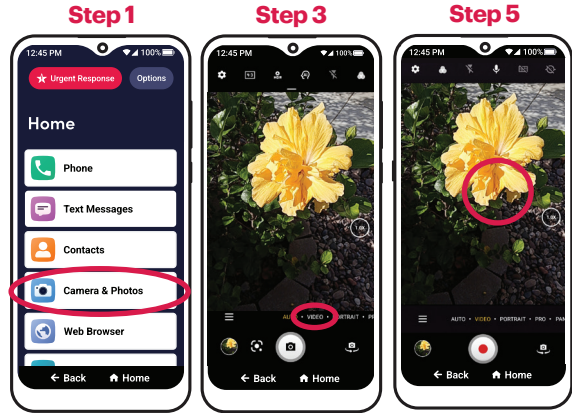
8. Viewing Your Photos and Videos

After you have captured a photo or video, you can view it by accessing Photos & Videos.

1. On the Home screen, TAP **Camera & Photos**.

2. TAP **Photos & Videos**.

3. TAP any photo or video to view it in full screen.

4. To exit full screen, DRAG down from the top or TAP **BACK**.

Step 1

Step 3

97
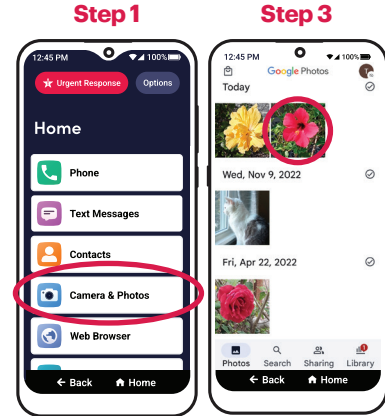
Deleting Your Photos and Videos

While viewing your Photos & Videos, you can delete any photos that you no longer need.

1. TAP on a photo or video to view it.

2. TAP 🗑 **Delete** on the bottom right of the screen.

NOTE *If you don't see 🗑 Delete, TAP anywhere on the screen and it will appear.*

3. TAP **Move to trash** in the pop-up to confirm.

NOTE *If you accidentally delete a photo or video, you can find or recover it in the Trash for up to 60 days.*

Sharing Your Photos and Videos

While composing a new Text Message or replying to an existing Text Message conversation:

1. TAP 📎 on the left side of the "Your Message…" field.

2. TAP **Send Photo or Video**, TAP the photo(s) you would like to send from your Photo Album, then TAP **Add to Conversation**. A checkbox appears on the photo(s) when selected.

Step 1   Step 2

99
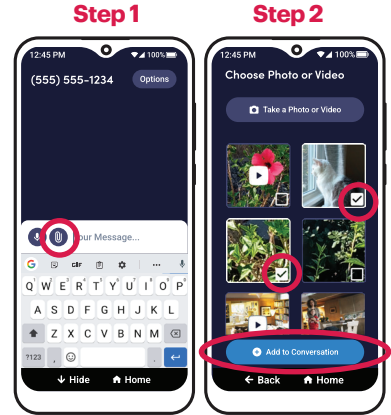
Sharing Your Photos and Videos (continue)

3. TAP **Take a Photo or Video** if you want to take a new photo or video, then TAP **Attach**.

4. Optional: Compose your message using the On-Screen Keyboard or with 🎤 Voice Typing.

5. TAP **Send**.

Step 3

Step 5

100
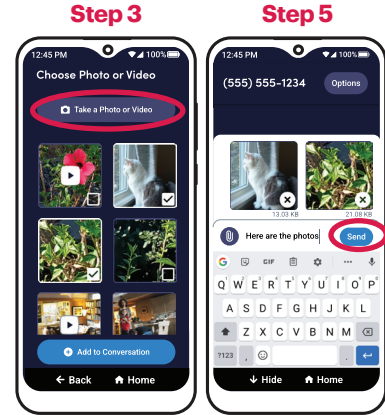
Section 6: Email, Internet and Applications

Topics

- Signing in to Your Email Account
- Creating an Email Account
- Creating and Sending an Email
- Reading and Replying to an Email
- Sending an Email with a Photo or Video
- Browsing the Internet
- Downloading a New App
- Uninstalling an App

Signing in to Your Email Account

If you already have an email account, use the Email app to read and send emails. To sign in to the account:

1. On the Home screen, TAP **Email**.

2. TAP **SKIP**.

3. TAP **Add an email address**.

4. TAP your email provider from the list.

5. Enter your email address and TAP **Next**.

6. Enter your password and TAP **Next** or **Sign in**.

7. Follow the on-screen prompts to finish signing in to your email account.

NOTE *Your account sign-in may vary depending on your email provider. Follow the on-screen instructions to sign in to your account.*
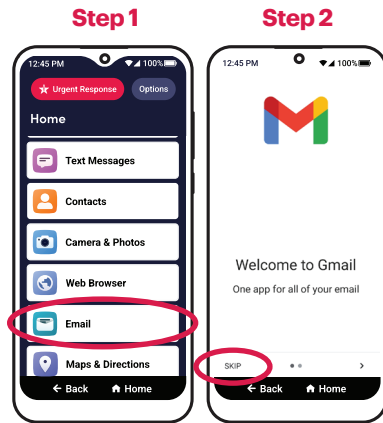
Creating an Email Account

If you don't have an email, we recommend creating a Google (Gmail) account. A Google account will also allow you to download new apps on your smartphone. To create a Google email account:

1. On the Home screen, TAP **Email**.

2. TAP **Add an email address**.

3. TAP **Google** from the list.

4. TAP **Create account,** then TAP **For myself** from the pop-up.

5. Follow the on-screen prompts to create your email account.

Step 1   **Step 3**

NOTE *Your setup steps may vary. Follow the on-screen instructions to set up your account.*

NOTE *Write down your email and password under "My Important Information" on the inside front cover for future reference.*

Creating and Sending an Email

1. From your Email inbox, TAP ✏ Compose **Compose**.

2. Enter in the recipient's email address in the "To" field.

3. Enter in a Subject.

4. Compose your email message using the On-Screen Keyboard or with 🎤 Voice Typing.

5. TAP ▷ send at the top right of the screen to send your email.
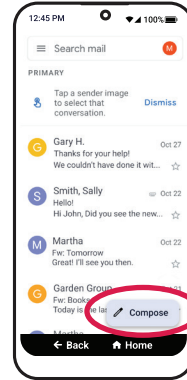
Step 1 **Step 5**

Reading and Replying to an Email

> **NOTE** *These instructions are for Google (Gmail) accounts. Your steps may vary if you use a different email provider.*

1. TAP an email in your inbox to read it.

2. To reply, TAP ↰ **Reply** at the bottom of the email.

3. Compose your email message.

4. TAP ▷ send at the top right of the screen to send your email.
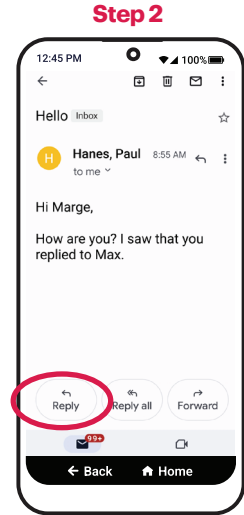
Sending an Email with a Photo or Video

NOTE *These instructions are for Google (Gmail) accounts. Your steps may vary if you use a different email provider.*

1. From your Email inbox, TAP 🖉 Compose **Compose**.

2. TAP the ⊜ attachment button at the top right of the screen.

3. TAP **Attach file**.

4. Choose the photos or videos you would like to attach to your email message.

5. Enter in the recipient's email address, then TAP ▷ send at the top right of the screen to send your email message with attachments.

Step 1   **Step 2**
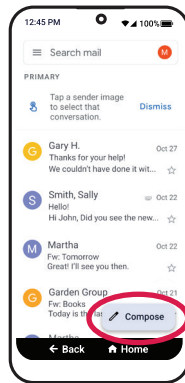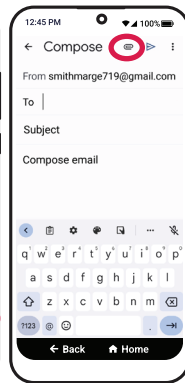
Browsing the Internet

1. On the Home screen, TAP **Web Browser**. The Chrome web browser will open.

2. While browsing the Internet, you can:

- **Navigate to a web page** – Enter a web address (URL) in the box near the top of the screen.

- **Search for information** – Enter your search terms in the box near the top of the screen.

Step 1   **Step 2**
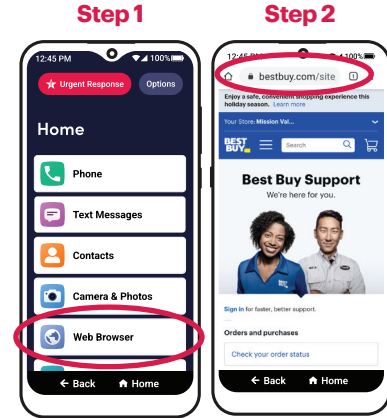
Browsing the Internet (continued)

- **Open a new tab** – Tabs let you have multiple web pages open at the same time. TAP the ☐1 box icon at the top right to view your web pages. Select a different tab or TAP **+ New tab** to open a new tab.

- **Go back** – TAP **BACK** to go back to the previous web page.

- **Scroll** – DRAG your finger up or down to view the web page.

- **Tap** – TAP a link on a web page to navigate to the next page.

Open new tab   **New tab**

108
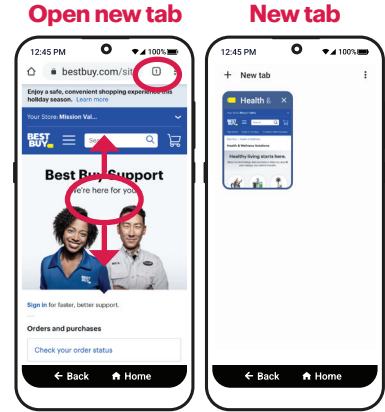
Downloading a New App

You can add additional apps to your smartphone, letting you play games, check weather, use social media, listen to music and more.

1. On the Home screen, TAP **Options**.

2. TAP **Download a New App**.

Step 1

Step 2

109
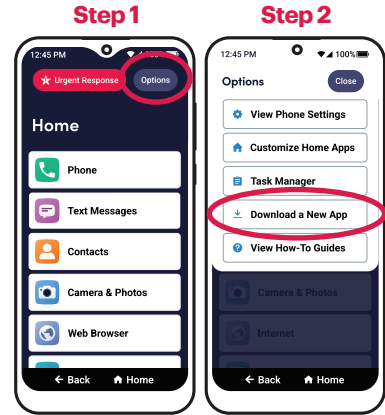
Downloading a New App (continued)

3. Sign in with your Google (Gmail) account by following the on-screen prompts, if needed.

NOTE *You can use your existing Google account, if you have one, or create a new account. See "Creating an Email Account" on page 103 if you need help creating a Google account.*

4. Enter the app name or search terms in the box at the top of the Play Store app, and TAP search.

5. TAP an app from the list to view it.

6. TAP **Install** to add the app to your smartphone.

7. To open the app, TAP **Open** after it finishes downloading or find it in the **View All Apps** list.

NOTE *You must be connected to Wi-Fi or data to download new apps. If you're not connected to Wi-Fi, downloading apps will use data from your monthly allowance.*
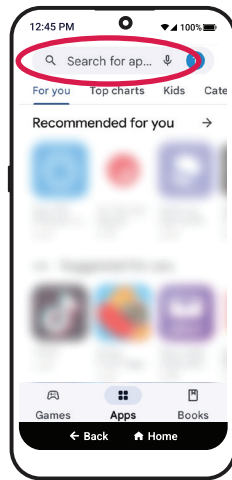
Uninstalling an App

1. On the Home screen, DRAG to scroll down, and TAP **View All Apps**.

2. TAP **Options** at the top right of the screen.

3. TAP **Uninstall App**.

4. DRAG to scroll down, and TAP the app you want to remove.

5. TAP **Uninstall** in the pop-up to confirm.

Step 2

Step 4

111
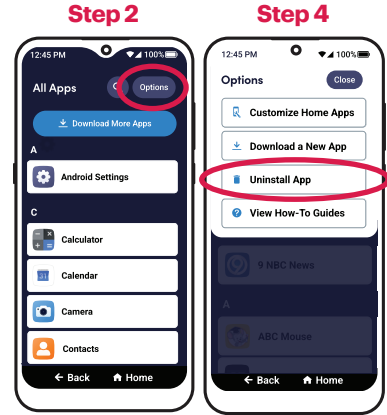
Section 7: Changing Settings

Topics

- Connecting to Wi-Fi
- Airplane Mode
- Bluetooth
- Customizing Your Home Screen Applications
- Customizing Your Lock Screen Background
- Customizing Your Ringtones
- Screen Brightness
- Adjusting Accessibility Settings

Connecting to Wi-Fi

See "Connecting to Wi-Fi" on page 58 to learn how to connect to Wi-Fi.

Airplane Mode

When traveling on an airplane, you may be required to put your phone in Airplane Mode. In Airplane Mode, you cannot make or receive calls (including Urgent Response), texts or browse the Internet.

To turn on or off Airplane Mode:

1. On the Home screen, TAP **Settings**.
2. TAP **Wi-Fi & Bluetooth**.
3. TAP **Airplane Mode**.
4. TAP **Continue**.
5. TAP the **Airplane Mode** slider.

NOTE *When ✈ Airplane Mode is turned on, the Cellular Signal Strength icon in the status bar changes into an airplane.*

Step 1

12:45 PM   100%

⭐ Urgent Response   Options

Home

📰 News

🎙 Voice Assistant

Lively Lively

⚙ Settings

❓ How-To Guides

▦ View All Apps

← Back   ⌂ Home

Step 2

12:45 PM   100%

Options

Settings

☰ Check My Usage

⊕ Wi-Fi & Bluetooth

🔲 Personalize Phone

⇄ Sound & Display

⊘ Blocked Numbers

📱 About My Phone

Advanced Settings

← Back   ⌂ Home

Step 3

12:45 PM   100%

Options

Wi-Fi & Bluetooth

🛜 Wi-Fi

✈ Airplane Mode

✳ Bluetooth

← Back   ⌂ Home

Bluetooth

Bluetooth allows you to connect wirelessly to devices such as car stereos, portable speakers and wireless headphones.

To connect to a Bluetooth device:

1. Make sure that your Bluetooth device is in Bluetooth pairing mode. See the device's instructions for more information.

2. On the Home screen, DRAG to scroll down, and TAP **Settings**.

3. TAP **Wi-Fi & Bluetooth**.

Step 3

12:45 PM   100%

Options

Settings

Check My Usage

Wi-Fi & Bluetooth

Personalize Phone

Sound & Display

Blocked Numbers

About My Phone

Advanced Settings

← Back   Home
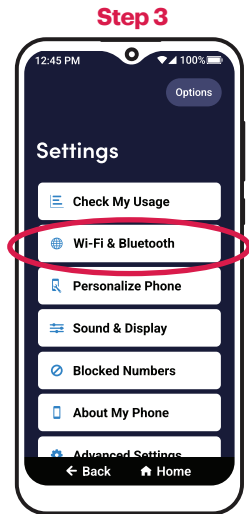
Bluetooth (continued)

4. TAP **Bluetooth**.

5. TAP the slider to turn Bluetooth on, then TAP **Pair new device**.

6. TAP your Bluetooth device's name from the list.

7. TAP **PAIR** in the pop-up to confirm. If prompted, enter the device PIN.

> **NOTE** *If you're reconnecting to a Bluetooth device that you've paired to recently, your smartphone will automatically reconnect after you turn on Bluetooth.*

Step 4

12:45 PM   ▼⊿ 100%

Options

Wi-Fi & Bluetooth

📶 **Wi-Fi**

✈ **Airplane Mode**

✳ **Bluetooth**

← Back   🏠 Home

Step 5

12:45 PM   ▼⊿ 100%

‹ Bluetooth

OFF

+ Pair new device
Bluetooth will be turned on to pair

← Back   🏠 Home
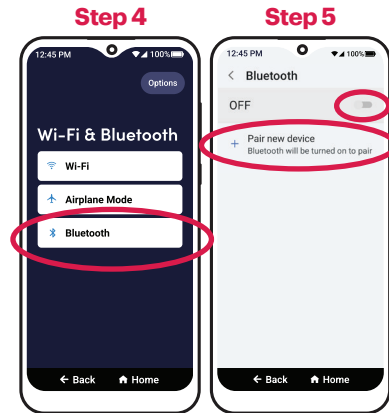
Customizing Your Home Screen Applications

You can customize your smartphone to put the apps you use most on your Home screen for easy access.

You can add, remove or change the order of apps on your Home screen.

To **add an app** to your Home screen:

1. On the Home screen, TAP **Options** in the top right corner.
2. TAP **Customize Home Apps**.
3. TAP **Add apps to the Home screen**.
4. DRAG to scroll down and TAP the apps you want to add to the Home screen.
5. TAP **Add to Home Screen**.

Step 1

Step 2

Step 4 & 5
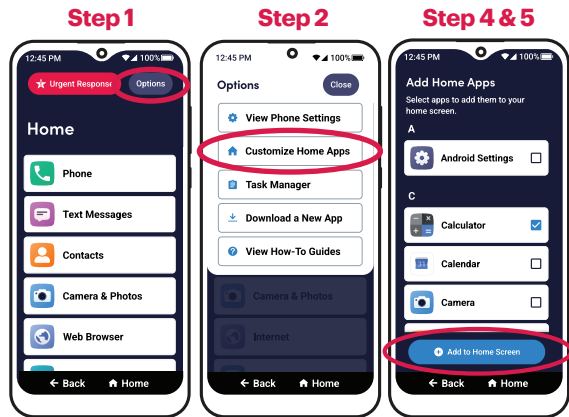
Customizing Your Home Screen Applications (continued)

To **reorder apps** on your Home screen:

1. On the Home screen, TAP **Options** in the top right corner.

2. TAP **Customize Home Apps**.

3. TAP **Reorder apps on the Home screen**.

4. PRESS and DRAG the ⠿ Tile icon where you want the app to appear.

5. TAP **Save Order**.

Step 2

Step 4
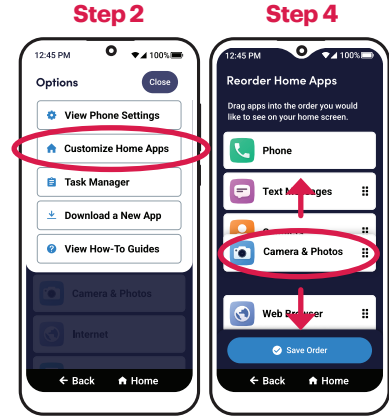
Customizing Your Home Screen Applications (continued)

To **remove an app** from your Home screen:

1. On the Home screen, TAP **Options** in the top right corner.

2. TAP **Customize Home Apps**.

3. TAP **Remove apps from the Home screen**.

4. DRAG to scroll down and TAP the apps you want to remove from the Home screen.

5. TAP **Remove From Home Screen.**

6. TAP **Remove** in the pop-up to confirm.

Step 4 & 5

12:45 PM   🔵   🔻⊿ 100%▭

Remove Home Apps

Select the apps you want to
remove from your home screen.

💬 Text Messages ☐

👤 Contacts ☑

📷 Camera & Photos ☐

🌐 Web Browser ☐

📧 Email ☐

➖ Remove From Home Screen

← Back   🏠 Home

120
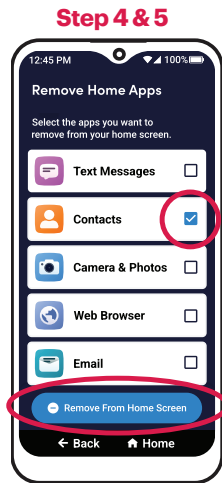
Customizing Your Lock Screen Background

You can customize your Lock Screen with a photo that is unique to you.

1. On the Home screen, DRAG to scroll down, and TAP **Settings**.

2. TAP **Personalize Phone**.

3. TAP **Change Wallpaper**.

4. TAP **Photos** to select a photo you took on your phone, or TAP **Android Wallpapers** to select a preset wallpaper.

Step 3

Step 4
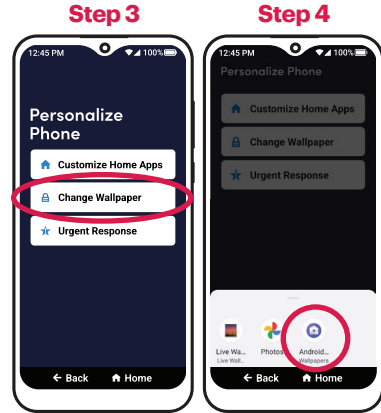
Customizing Your Lock Screen Background (continued)

5. TAP the image you want to use for your lock screen.

6. If needed, PINCH AND SPREAD your fingers to adjust the photo to fit your screen.

7. TAP **APPLY**.

8. TAP **Lock screen**.

Step 5

Step 8
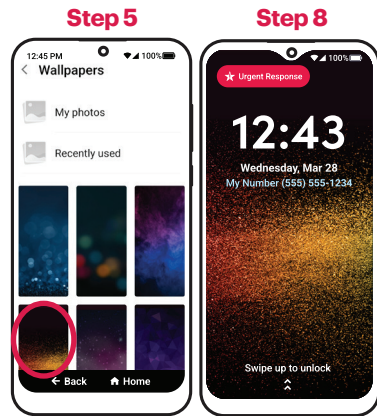
Customizing Your Ringtones

1. On the Home screen, DRAG to scroll down, and TAP **Settings**.

2. TAP **Sound & Display**.

3. TAP **Volume & Ringtone.**

Step 2

Step 3
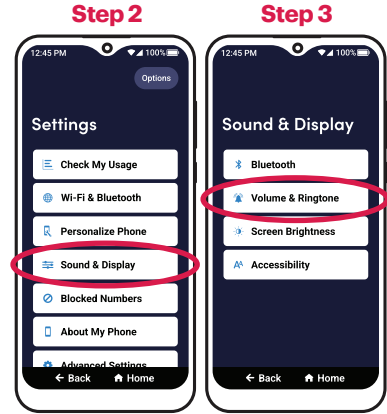
Customizing Your Ringtones (continued)

4. Select the ringtone you want to change:

- TAP **Phone ringtone & vibrate** to change the sound when you get a phone call.

- TAP **Notification ringtone** to change the sound when you get an app notification.

- TAP **Alarm ringtone** to change the sound when an alarm rings.

NOTE *To change volume levels, DRAG the sliders left to lower the volume or right to raise the volume.*

5. TAP a ringtone from the list to listen to it and select a ringtone.

Step 4

12:45 PM ● ▼⊿ 100%

< Sound & vibration

RINGTONE & VIBRATION

Phone ringtone & vibrate
Silvery

Notification ringtone
Luster

Alarm ringtone
Rolling Awake

Live Caption
Automatically caption speech

Do Not Disturb
Off

Headset mode
Ringtone will only be heard
from headset if it is plugged in

← Back   ♠ Home
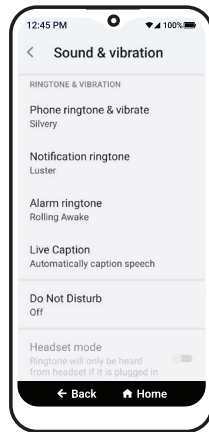
Screen Brightness

1. On the Home screen, DRAG to scroll down, and TAP **Settings**.

2. TAP **Sound & Display**.

3. TAP **Screen Brightness**.

4. DRAG the Brightness level sider to adjust your screen brightness.

Step 3

Step 4
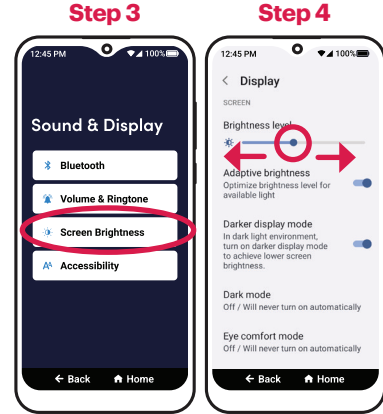
Adjusting Accessibility Settings

Accessibility settings make your phone easier to use. You can change settings related to the screen reader, display, interaction controls, captions, audio and more.

1. On the Home screen, DRAG to scroll down, and TAP **Settings**.

2. TAP **Settings**.

3. TAP **Advanced Settings**.

4. DRAG to scroll down, then TAP **Accessibility**.

5. Use the available options to change your phone's accessibility settings.

Changing Settings

12:45 PM   100%

< Accessibility

DOWNLOADED SERVICES

Accessibility Menu
Off / Control device via large menu

Jitterbug Experience
OFF

Select to Speak
Off / Hear selected text

Switch Access
OFF / Control device with switches

TalkBack
OFF / Speak items on screen

SCREEN READERS

Text-to-speech settings

← Back   🏠 Home
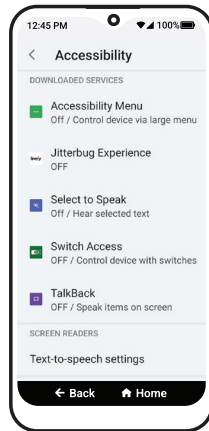
Section 8: Additional Help

Topics

- How-To Guides
- Get Help From Any App
- Additional Support
- Contact Us
- Optional Accessories

Additional Help

How-To Guides

The How-To Guides give you additional instructions about how to use your Jitterbug Smart4 in an easy-to-use, step-by-step guide.

1. On the Home screen, DRAG to scroll down, and TAP **How-To Guides**.

2. TAP a category to view common questions.

3. TAP a question to view a step-by-step guide on your phone.

Step 2

Step 3
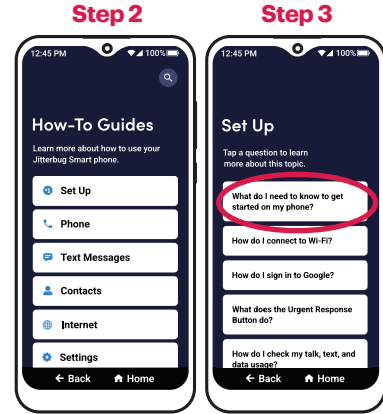
How-To Guides (continued)

Get Help From Any App

Whether it's the first time sending a picture to your friends or you want to change an unfamiliar setting on your phone, you can get answers to common questions while in many apps.

1. While in an app, TAP **Options** in the top right corner.

2. TAP **View How-To Guides** to access additional help about the app you are in.

Step 1

Step 2
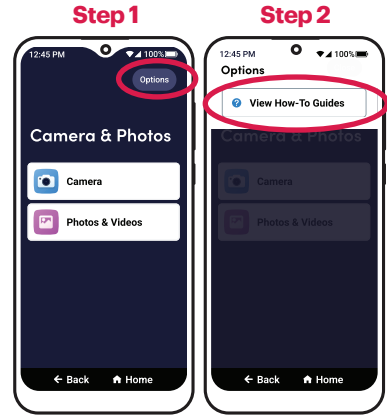
Additional Support

At Lively, we provide you with easy-to-follow educational tools for the way you want to learn. Whether it's your first smartphone or you are ready for advanced features, we're here to help every step of the way.

Use how-to guides on your phone and visit **lively.com/support** to access additional educational tools to make you a Jitterbug Smart4 expert. There you'll find:

- Frequently Asked Questions
- How-to Videos
- How-to Cards
- Downloadable Guides

Contact Us

If you have any questions or comments, we're here to help:

- Send us an email at:
  customercare@lively.com

- Call us toll-free at:
  1.800.733.6632

- Write to us at:
  Lively Customer Service
  P.O. Box 4428
  Carlsbad, CA 92018

Additional Help

Legal

Customer Agreement

BY USING THE PHONE AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY THE CUSTOMER AGREEMENT. TO REVIEW THE MOST CURRENT VERSION OF THE CUSTOMER AGREEMENT, WHICH GOVERNS YOUR USE OF THE PHONE AND LIVELY SERVICES, PLEASE VISIT **WWW.LIVELY.COM/LEGAL/CUSTOMER-AGREEMENT**.

Arbitration Agreement, Class Action Waiver, Jury Waiver and Forum Selection Clause

BY USING THE PHONE AND LIVELY SERVICES, YOU ARE AGREEING TO BE BOUND BY OUR ARBITRATION AGREEMENT, CLASS ACTION WAVER, AND FORUM SELECTION CLAUSE IN THE CUSTOMER AGREEMENT. TO REVIEW THE MOST CURRENT VERSION OF THIS CLAUSE, PLEASE VISIT **WWW.LIVELY.COM/LEGAL/CUSTOMER-AGREEMENT**.

Privacy Policy

If you would like to learn more about our privacy practices, please visit **https://www.lively.com/legal/privacy-policy**.

If you would like to learn more about your rights under individual state laws, please visit **https://www.lively.com/legal/statesrights-privacy-policy**.

Limited Warranty

To View Our Standard Limited Warranty for Lively products, please visit **www.lively.com**.

Health and Safety Statement

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

TRAFFIC SAFETY:
Given that studies show that using a phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset...), drivers are requested to refrain from using their phone when the vehicle is not parked. Check the laws and regulations on the use of wireless phones and their accessories in the areas where you drive. Always obey them. The use of these devices may be prohibited or restricted in certain areas.

CONDITIONS OF USE:
You are advised to switch off the phone from time to time to optimize its performance.

Remember to abide by local authority rules of mobile phone use on aircrafts.

If your phone is a unibody device, where the back cover and battery are not removable, Disassembling the phone will void your warranty. Disassembling the phone can cause bodily injury if the battery is punctured.

Always handle your phone with care and keep it in a clean and dust-free place.

Do not allow your phone to be exposed to adverse weather or environmental conditions, such as moisture, humidity, rain, infiltration of liquids, dust, sea air, etc. The manufacturer's recommended operating temperature range is -20°C (-4°F) to +60°C (140°F).

At over 55°C (131°F), the legibility of the phone's display may be impaired, though this is temporary and not serious.

Do not open, dismantle, or attempt to repair your phone yourself.

Do not drop, throw, or bend your phone.

Use only batteries, battery chargers, and accessories which are recommended by TCL Communication Ltd. and its affiliates and are

compatible with your phone model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other chargers or batteries.

Your phone should not be disposed of in a municipal waste.

Please check local regulations for disposal of electronic products.

Remember to make backup copies or keep a written record of all important information stored on your phone.

Some people may suffer epileptic seizures or blackouts when exposed to flashing lights, or when playing video games. These seizures or blackouts may occur even if a person never had a previous seizure or blackout. If you have experienced seizures or blackouts, or if you have a family history of such occurrences, please consult your doctor before playing video games on your phone or enabling a flashing-lights feature on your phone.

Parents should monitor their children's use of video games or other features that incorporate flashing lights on the phones. All persons should discontinue use and consult a doctor if any of the following symptoms occur: convulsion, eye or muscle twitching, loss of awareness, orientation, or movements.

PRIVACY:
Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your phone regarding taking photographs and recording sounds with your phone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and reproduce or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorization has been obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your phone (including the carrier) disclaim any liability which may result from improper use of the phone.

BATTERY:
For non-unibody device, where the battery is removable:
- Do not attempt to open the battery due to the risk of toxic fumes and burns;
- Do not puncture, disassemble, or cause a short circuit in a battery;
- Do not burn or dispose of a used battery in the garbage or store it at temperatures above 60°C (140°F).

- Batteries must be disposed of in accordance with locally applicable environmental regulations.

- Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.

For unibody device, where the battery is not removable:

- Do not attempt to eject, replace, or open battery;

- Do not puncture the back cover of your phone;

- Do not burn or dispose of your phone in the garbage or store it at temperatures above 60°C (140°F).

Phone and battery as a unibody device must be disposed of in accordance with locally applicable environmental regulations.

This symbol on your phone, the battery, and the accessories means that these products must be taken to collection points at the end of their life:

- Municipal waste disposal centers with specific bins for these items of equipment;

- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

Electronic Recycling (Within USA Only):

For more information on Electronic Recycling, please:

Visit the **TCL Electronic Recycling Program** web page at

https://www.tcl.com/us/en/mobile/accessibility-compliance/tclmobile-electronic-recycling-program.html.

Battery Recycling (USA & Canada):

TCL Mobile partners with Call2Recycle to offer a safe and convenient battery recycling program. For more information on our Battery Recycling Program, please visit USA and Canada website at

https://www.tcl.com/ca/en/mobile/accessibility-compliance/electronic-recycling-programl

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

⚠️ **WARNING**: This product can expose you to chemicals including Bisphenol-A, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to **www.P65Warnings.ca.gov**.

CHARGERS:

Home A.C./ Travel chargers will operate within the temperature range of: -10°C (14°F) to 50°C (122°F).

The chargers designed for your phone meet the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 500 mA

                   Output: 9V, 2A

Battery: Lithium 5,000 mAh

Radio waves

THIS PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio-frequency (RF) energy. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. These guidelines include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

The exposure standard for phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by public authorities such as the Federal Communications Commission of the US Government (FCC), is 1.6 W/kg averaged over 1 gram

of body tissue. Tests for SAR are conducted using standard operating positions with the phone transmitting at its highest certified power level in all tested frequency bands.

This device is complied with SAR for general population /uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of **www.fcc.gov/oet/ea/fccid** after searching for FCCID: 2ACCJH170 for T608G.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output of the phone. Before a phone model is available for sale to the public, compliance with national regulations and standards must be shown.

The highest SAR value for T608G when tested is 0.92W/Kg for use at the ear and 1.28W/Kg for use close to the body.

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for RF exposure.

For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 15 mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Additional information on SAR can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site: **http://www.ctia.org/**

The World Health Organization (WHO) considers that present scientific information does not indicate the need for any special precautions for use of phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep phones away from the head and body. Additional WHO information about electromagnetic fields and public health are available on the following website: **http://www.who.int/peh-emf**.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions,

may cause harmful interference to radio communications. However, there is no guarantee that interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna;

- Increase the separation between the equipment and receiver;

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected;

- Consult the dealer or an experienced radio/ TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

Your phone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with a headset or usb data cable.

If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 15 mm away from the body.

Please note by using the device some of your personal data may be shared with the main device. It is under your own responsibility to protect your own personal data, not to share with it with any unauthorized devices or third party devices connected to yours. For products with Wi-Fi features, only connect to trusted Wi-Fi networks. Also when using your product as a hotspot (where available), use network security. These precautions will help prevent unauthorized access to your device. Your product can store personal information in various locations including a SIM card, memory card, and built-in memory. Be sure to remove or clear all personal information before you recycle, return, or give away your product. Choose your apps and updates carefully, and install from trusted sources only. Some apps can impact your product's performance and/or have access to private information including account details, call data, location details and network resources.

Legal

Note that any data shared with TCL Communication Ltd. is stored in accordance with applicable data protection legislation. For these purposes TCL Communication Ltd. implements and maintains appropriate technical and organizational measures to protect all personal data, for example against unauthorized or unlawful processing and accidental loss or destruction of or damage to such personal data whereby the measures shall provide a level of security that is appropriate having regard to

- The technical possibilities available;

- The costs for implementing the measures;

- The risks involved with the processing of the personal data, and;

- The sensitivity of the personal data processed.

You can access, review and edit your personal information at any time by logging into your user account, visiting your user profile or by contacting us directly. Should you require us to edit or delete your personal data, we may ask you to provide us with evidence of your identity before we can act on your request.

US Information Concerning the Federal Communications Commission ("FCC") Requirements for Hearing Aid Compatibility with Wireless Devices

When wireless devices are used near hearing devices (such as hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference, and wireless devices also vary in the amount of interference that they generate.

The wireless telephone industry has developed ratings to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that are rated will have the rating displayed on the box together with other relevant approval markings.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device is vulnerable to interference, you may not be able to use a rated wireless device successfully. Consulting with your hearing health professional and testing the wireless device with your hearing device is the best way to evaluate it for your personal needs.

This smartphone has been tested and rated for use with hearing aids for some of the wireless technologies that the smartphone uses. However, other wireless technologies may be used in this smartphone that have not been tested for use with hearing aids. It is important to try the different features of your smartphone thoroughly and in different locations to determine if you hear any interfering noise when using this smartphone with your hearing aid or cochlear implant. Consult your wireless service provider about its return

and exchange policies, and for information about hearing aid compatibility.

Hearing Aid Compatibility (HAC) rating (ANSI 2011): M3/T4

This phone has been tested and rated under the American National Standard Institute (ANSI) C63.19-2011 hearing-aid compatibility standard. The ANSI standard for hearing-aid compatibility contains two types of ratings:

M: For reduced radio-frequency interference to enable acoustic coupling with hearing-aids that don't operate in telecoil mode

T: For inductive coupling with hearing aids operating in telecoil mode

A phone is considered hearing-aid compatible if it is rated M3 or M4 for acoustic coupling and T3 or T4 for inductive coupling. Hearing devices may also be measured for immunity to this type of interference. Your hearing device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless devices.

For more information about the actions that the FCC has taken with regard to hearing aid compatibility with wireless devices and other steps that the FCC has taken to ensure that individuals with disabilities have access to telecommunications services, visit **www.fcc.gov/cgb/dro**.

FCC ID for T608G: 2ACCJH170

This product meets applicable national SAR limits of 1.6 W/kg. The specific maximum SAR values can be found on **Radio waves** section.

TCL When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 15 mm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.

PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your phone near your ear while the loudspeaker is in use.

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